Emergency Preparedness & Response Plan

PUBLIC

Claude Moore Health Sciences Library

1350 Jefferson Park Avenue
P O Box 800722
University of Virginia Health System
Charlottesville, VA 22908
(434) 924-5444

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CMHSL Emergency Preparedness & Response Plan

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EMERGENCY INFORMATION QUICK REFERENCE!

What to do immediately:*

- **stay calm!**

- **if time is a factor (medical emergency, fire), call 911 and then notify the Library Service Desk at 924-5444**

- **if time is not a factor (e.g. reported theft, suspicious person, smell of fumes), notify the Library Service Desk at 924-5444**

- **the Library Service Desk will notify the ERC immediately**

- **the ERC will initiate response procedures**

- **the ERC will report as required**

*This guide is NOT A SUBSTITUTE FOR THINKING! If, in your judgment, there is a more effective response, use it, then report according to the procedure.

Who is the Emergency Response Coordinator?

1. **the Associate Director for Collection Management & Access Services (CMAS)** (Dan Wilson) is the Emergency Response Coordinator (ERC) when he is in the building or when the building is closed. When the building is closed, Dan and the Library Operations Committee (LOC) will coordinate the response.

2. **the Library Service Desk Supervisor on duty is the designated ERC when Dan is absent and the library is open** (Adrienne Granitz, Service Desk Supervisor—weekday daytime, Tony Hiserman, Evening Supervisor—Tuesday through Friday evenings and Saturdays)

3. **other Library Service Desk staff are designated ERCs** according to the day and time of day when the library is open: Jamie Anderson, Circulation Assistant, Sundays and Monday evenings and in Tony's absence.

4. **the person staffing the Library Service Desk is in charge** whenever the designated ERCs mentioned above are absent

Notification when the Library is closed:

When emergencies occur during hours the Library is closed, the following will be notified at their homes by University Police or Hospital Security:

Associate Director for CMAS: Dan Wilson—(area code) phone number (Home)
Director: Gretchen Arnold—(area code) phone number (Home)

EMERGENCY LIBRARY OPENING

You're all alone…

Should you find yourself the only staff person present at the Library some morning, in the event of an epidemic, inclement weather, or other emergency, here are services we have identified as being most important to our patrons, with instructions for providing them on a limited basis.

Getting into the library:
- use your HS ID at the card-key mechanism beside the staff entrance on the second floor to get into the library
- if the card key system is not operating or if you don't have your ID with you, dial "0" on one of the paging phones in the hallway and ask for Hospital Security, or call 982-4313. Request that someone meet you at our main entrance on the second floor to let you in. (Security may ask you to wait while they verify your employment here if you do not have your ID.)
- once inside the Library, if no one from the Library Service Desk is here, verify that the library has not been officially closed by calling the main library phone number, 924-5444 to check the voice mail message
- if there is no message about closure of the library, call Dan Wilson or Gretchen Arnold (see **HSL Emergency Contacts**, p. 27 for home and cell phone numbers). Ask whether you should proceed with opening the library.
- if you are directed to open the library, follow these procedures:

Opening procedures (leave first floor computer lab and study rooms on auto-pilot):
Find the copy of the Service Desk Quick Reference manual that is shelved at the Library Service Desk. Find "Opening Procedures" and follow the steps.

If there is not time to do everything in time to open, do these things in this order:
- turn on all the lights (panel near the cash register)
- turn the alarm key to green (located next to light panel, this unlocks the After Hours doors)
- get the VE-2 key (key #2) and the Allen wrench (key #16) from the key box in Circulation
- go downstairs to Cabell, unlock the door with the VE-2 key, and turn on the room lights
- go out to the After Hours area and open the *right hand door of each set of double doors* to the library, prop open with the door stop on each door (remove this bullet)
- return to the lobby and go downstairs, turn on lights in the public areas
- open the library's front doors (push the two outer doors open into the hallway) and unlock the crash bars on the two inner handicap doors with the Allen wrench (leave the doors closed)
- come back to the Library Service Desk and do the rest of the Opening functions (see the Service Desk Quick Reference manual)

Helping patrons at the Library Service Desk:

- the Library Service Desk must be open whenever the Library is open
- if you are the only one here and you are not a member of the Service Desk staff, you can still provide some basic patron services by following the procedures in the Service Desk Quick

<u>Reference</u> manual. However, as a non-Service desk staff member, your e-services login will not be mapped to some of the functions you will need in order to provide full Circulation patron service on the service desk computers.

- if you can't get WorkFlows to process transactions online, write down information, such as patron name, the barcode number of the item, or Transaction Number for Document Delivery articles. Use the offline checkout forms, found at the Service Desk, or just start a list on paper.

<u>Document Delivery requests (Borrowing procedures), ILLiad password reset:</u>

- in the <u>Service Desk Quick Reference</u> manual, find the ***ILLIAD Procedures*** section. Follow the instructions listed for each function. If you are not able to log into the ILLiad client, write down the patron's name and the transaction number off the invoice (top sheet, clipped to the article) and what you did.
- if a patron comes in to pick up a request and needs to pay cash (the invoice will indicate), and you do not have access to the cash register, they must pay you with exact change or write a check (made out to UVa)
- keep the money and give it to the first person from Circulation or Document Delivery that you see. If no one from either department is able to be here, put the money in a secure place and leave a note for the Circulation Supervisor, specifying where the money is and what it's for (Photocopy or ILL) and the transaction number (TN) of the request. (The money owed and the TN will be on the invoice that is attached to the article.)

<u>Historical Collections</u>: Historical Collections will not be open to the public during times of limited staffing, unless otherwise directed by the Curator for Historical Collections, Joan Klein. If there should be an urgent request for materials in Historical Collections from the School of Medicine, the School of Nursing, etc., contact Joan (Home: (area code) home phone/ Cell: (area code) phone number).

<u>Closing the Library</u>:

If you are directed to close the Library, you can find the procedure in the <u>Service Desk Quick Reference</u> manual. Most important when closing:

- make sure everyone has left the Library (check bathrooms)
- close entrance doors and disengage the crash bars on the handicap doors using the Allen wrench
- turn off lights and lock the Cabell Room door (key V-E 2)
- close the doors into the After Hours study area
- turn off lights in the lobby but leave the light on for the Book Room as indicated on the light panel
- turn off lights on the first floor
- make sure the main entrance doors lock behind you when you leave (they do not re-lock themselves after someone uses a key to get in). The key to the main entrance (V-26) is kept in the cash register. You need a code to open the drawer. If you don't have a code, call Security to meet you at the main entrance and lock the door when you leave.

TROUBLESHOOTING:

On-line access issues—problem-solving procedures:

If our patrons are having difficulty accessing databases or on-line resources, and it seems that the publisher's site might be down, call Dan Wilson at home (phone number). He will determine whom to call in order to investigate the problem.

If patrons inside the Library are not experiencing access problems but someone calls from off campus about it, their problem is most likely a proxy problem rather than a publisher problem. To help patrons with proxy problems, direct them to our proxy set-up procedures, which are linked to our home page: http://www.hsl.virginia.edu/services/howdoi/hdi-proxy.cfm. The instructions can be found from the library's home page on our web site.

Contact info for Facilities Management, Environmental Services, PCS, etc. for building/equipment issues:

If you need to call in a problem with the building, such as a plumbing issue, room temperatures that are too cold or too hot, etc., look in the Service Desk Quick Reference manual and find the page entitled "Phone Numbers." On weekdays and evenings, call Facilities Management.

The same page in the Service Desk manual also lists the appropriate phone numbers for PCS, who is responsible for the service on the public photocopiers and printers, including paper and toner supplies.

INTRODUCTION

Priorities and goals:

The following priorities determine the content of our disaster plan. The goal of maintaining the CMHSL Emergency Preparedness & Response Plan is to address prevention, preparedness and recovery for:

Priority 1:   *safety of staff and patrons*
Priority 2:   *continuing library services to our patrons*
Priority 3:   *salvage and recovery of our collection and the facility*

How we assess risk and plan responses:
Our plan is based on our assessment of risk to our library based on events that have happened here in the past, as well as events for which we believe we could be at risk at our institution and in our locality. From our assessment, we created a list of potential emergencies or disasters for which we should be prepared. They are listed alphabetically by event title in the EMERGENCY RESPONSE PROCEDURES section (begins on p. 34). The ERC and Emergency Response Plan Liaison ensure that all members of the Circulation staff are trained to coordinate emergency response for the library.

Relationship to the University of Virginia's Emergency Response Plan:
The Health Sciences Library participates in all emergency preparedness activities provided by the University of Virginia. The library's plan provides information and procedures specific to our staff and patrons, our collections and our building, but they are subordinate to any orders from the University of Virginia with regard to preparedness, response and recovery.

Reports of incidents inside or near the library may be made in the library, but in an emergency which affects the entire University, we will be notified via text message, email, outdoor siren, or LED display in classrooms and in public areas by the University's mass-notification system. We will initiate whatever response is called for throughout our building.

Additional Information:
The Appendix of the plan contains supporting documentation, including building floor plans with locations of fire extinguishers and alarms, our collection salvage priorities, inventory of disaster supplies, and selected procedures deemed essential from several library departments.

Authorship and Maintenance:
The CMHSL Disaster Plan is composed and maintained by the Associate Director for Collection Management & Access Services (CMAS), Dan Wilson, and the CMAS Project Assistant, Susan Yowell, under the guidance of the Library Director, Gretchen Arnold. All department heads are responsible for providing information for their own sections and for providing timely updates when requested or when information changes. The CMHSL Emergency Preparedness & Response Plan is reviewed and updated quarterly or whenever it is necessary to revise or add information.

PReP: each member of the library's Service Continuity Team has a copy of the Pocket Response Plan (PReP). The PReP supplements the complete plan by providing quick reference information and service continuity instructions. It is also written and maintained by the AD for CMAS and the Project Assistant.
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DISTRIBUTION OF PRINT & ELECTRONIC COPIES

Copies of the Emergency Preparedness & Response Plan (in binders + electronic):

One copy to be kept on-site:
- **Library Service Desk** (for use by ERC, maintained by the Circulation   Supervisor)
- **Administration** (maintained by the Financial Assistant)
- **Historical Collections** (for use by the Curator and staff of Historical Collections)
- **Project Assistant, Collection Management & Access Services** (master copy)

(4 copies)

One copy to be kept off-site (LOC members):
- **Gretchen Arnold**, Library Director
- **Dan Wilson**, Associate Director for Collection Management & Access Services
- **Bart Ragon**, Associate Director for Technology & Development
- **Andrea Horne**, Associate Director for Information Services
- **Wilma Lynch**, Administrative Services Manager

(5 copies)

One copy to be kept off-site:
- **Jonathan Lord**, Collection Development Librarian
- **Joan Klein**, Curator and Assistant Director for Historical Collections

(2 copies)

TOTAL: 11 copies

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Pocket Response Plan (PRePs): PRePs are maintained and distributed by the authors of the CMHSL Emergency Preparedness & Response plan. Each member of the library's Service Continuity Team has a copy. Members are:

Dan Wilson (ERC/Assoc Dir CMAS)	Ellen Ramsey (Mgr Tech in Educ)
Gretchen Arnold (Director)	Joan Klein (Curator Historical Coll)
Wilma Lynch (Financial Services Admin)	Jeri Davis (ILL Supervisor)
Bart Ragon (Assoc Dir LTSD)	Nadine Ellero (Intellectual Access)
Andrea Horne (Assoc Dir Info Svcs)	Jonathan Lord (Collection Development)
David Moody (Webmaster)	Elaine Attridge (Mktg & Communications)
Adrienne Granitz (Circulation Supervisor)	Inhye Son (Elec Svcs & Research)
Tony Hiserman (Circ Evening Supervisor)	Susan Yowell (EP&RP Liaison)
Rod Martin (Circ Evening Staff)	Sonya Coleman (Hist Coll Assistant)

PREVENTION

To prevent the spread of disease:
- take advantage of the free flu vaccines given by the Hospital when they are available to non-healthcare workers
- use the antibacterial hand cleaners in staff restrooms and at the Service Desk, wash hands frequently, especially staff who are in contact with the public at the Service Desk
- use the disinfectant wipes at the Service Desk for the telephones, keyboards and computer mice
- when sick, staff should stay home after calling their supervisor, rather than coming to work and possibly spreading disease

To prevent fire:
- all Library employees adhere strictly to the fire codes established for the Commonwealth of Virginia (see http://www.vfpa.org/codes/2006SFPC.pdf for more information)

To prevent flooding through the outside door to Historical Collections:
- be aware of how the landscaping outside Historical Collections is affected by construction or other activities, and check periodically to see that water would be diverted from the outside entrance of Historical Collections if we receive a heavy downpour
- if the drain in the sidewalk outside Historical Collections is blocked by debris, staff should notify Wilma Lynch that Facilities needs to be called to clear the drain, or if Wilma is not available, library staff should notify Facilities Management (924-2267)
- in the event of a severe storm with high winds, monitor the situation at the exterior door from Historical Collections to Lane Road (complete procedure for responding to this is on the "Flooding" page, page 53).

To prevent theft:
- signs are posted throughout the Library warning patrons not to leave their personal possessions unattended
- library staff should secure their personal valuables at all times (purses, electronic equipment, etc.). There have been thefts from staff areas during hours that the Library is open.

To prevent incidents of suspicious behavior:
- Service Desk staff monitor all patron traffic entering and leaving the Library, as well as maintaining an awareness of the behavior of patrons inside the Library and visible in the hallway

PREPAREDNESS

Since emergencies are, by nature, not able to be predicted or anticipated for the most part, *the most important aspect of disaster/emergency response planning is preparedness*. Our preparedness activities are designed to enable us to respond quickly to keep people safe, to continue to provide our core services in emergency, and to salvage our collections. Our goal is to have the following measures in place at all times:

- an up-to-date version of our Emergency Preparedness & Response Plan available to Library staff. The public version of the plan is available from the library's web site. To reach the plan, go to "About the Library" at the top or bottom of the home page, then "Policies" and click on "Emergency Preparedness & Response Plan." The plan linked there is a PDF document and contains all information except personal contact information.
- staff who are trained to respond appropriately to emergencies identified in our plan
- awareness of the national and local alert levels (Project Assistant/AD for CMAS)
- supplies for use in assisting people when necessary, and for salvaging the collections and the facility
- a training program for new staff members and for periodic re-training
- the Library Operations Committee (LOC) know their individual roles in emergency response and will be prepared to make decisions in the event of a disaster
- the LOC will maintain back-up service agreements with regional academic health sciences libraries for patient care emergency literatures searches and ILL as necessary

All Library staff members are individually responsible for the following:
- knowing the immediate response to an emergency situation
- knowing the evacuation procedure and the routes from each area
- knowing where fire alarms and extinguishers are located in the Library
- adhering to regulations imposed by the Fire Marshall
- knowing where emergency supplies are kept in the Library
- having staff contact information at home, including their supervisor's phone number and/or phone numbers for co-workers in their department
- knowing how to find out about any changes in the University's operating schedule if phone contact is not possible. All library staff are strongly encouraged to sign up for UVa Alerts, the University's emergency text-message service-- https://www.virginia.edu/uvaalerts/

- being aware of their surroundings at all times and being alert to any unusual or suspicious activity or object
- taking all reasonable precautions to remain healthy and safe

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Each department is responsible for:

- having written procedures in place for all essential services, should their essential work need to be done by other Library staff who are not trained in the procedures. These procedures should be reviewed and updated by each department on the same schedule as the Emergency Preparedness & Response Plan.
- cross-training staff within the departments in order to provide essential patron services and staff support services, in the event that some staff are not able to report to work
- keeping on hand a supply of any paper forms that might be needed in the event of a major power outage or a disastrous event that compromises connectivity to the library's network or the internet
- working with the Library Technical Support Department to set up a designated person's home computer with any software essential to the work of the department, so that some work can be done from home in the event that the building is damaged or staff cannot get to work

Preparedness Checklist

March	June	Sept	Dec	Task:	Responsible Party:
				Fire Drill (once yearly)	**Service Desk Supervisor**
				Send reminder to department heads or representatives to review their documentation and send updates to the Project Assistant. Review entire Emergency Preparedness & Response Plan and make any changes required.	**CMAS Project Assistant**
				Verify (through Administration) that all new employees have been trained in Emergency Response procedures.	**CMAS Project Assistant**
				Update training for Service Desk staff after each revision of the plan or as needed.	**CMAS Project Assistant & Service Desk Supervisor**
				Record any structural changes to building and collections.	**Associate Director/CMAS**
				Assign staff to check flashlights and flashlight batteries at the Library Service Desk, in the Staff Lounge, and in Disaster Supplies, replacing as necessary.	**Service Desk Supervisor**
				Take inventory of Disaster Supplies and replace or replenish as necessary.	**Service Desk Supervisor**
				Assign staff to check alarms on Emergency Exit doors in Library.	**Service Desk Supervisor**

Leadership Roles for Disaster Response

Claude Moore Health Sciences Library

Role	Position Title	Name	Responsibilities
Director	**Library Director**	**Gretchen Arnold**	Coordinates overall decision-making and response efforts; is the liaison with persons outside the Library
Emergency Response	**Assoc. Director/ CMAS**	**Dan Wilson**	Initiates and oversees emergency responses, and coordinates follow-up and reporting
Collection Recovery	**Assoc. Director/ CMAS**	**Dan Wilson**	Coordinates salvage/recovery of the Library's print and AV collections, ascertains availability of electronic resources, coordinates with Asst Dir./Curator of Historical Collections (Joan Klein) for Rare collections
Computer/Network Recovery	**Assoc. Director/ LTSD**	**Bart Ragon**	Coordinates recovery of computer equipment and data, resolves connectivity/network issues, approves and facilitates installation of any proprietary software needed on staff home computers, coordinates web page updates
Facilities Recovery	**Administrative Services Mgr.**	**Wilma Lynch**	Coordinates repair and cleaning of facilities and non-computer equipment, arranges for replacement equipment, handles all insurance, financial and vendor-related issues
Service Resumption	**Assoc. Director/ Info Svcs**	**Andrea Horne**	Coordinates efforts to resume normal patron services, on-site, off-site and virtually from off-site if necessary
Recorder	**Assoc. Director/ CMAS**	**Dan Wilson**	Coordinates the photographing and documentation of any damage to the Library or its collections, including recovery efforts

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Service Continuity Plan

In order to support the library's stated mission, the organization will make every effort to continue to supply the information resources needed by the clinicians, researchers, students and staff of the UVa Health System, the University of Virginia, the community, and other institutions served by our Interlibrary Loan department in the event of an emergency or disaster.

We have identified four public services that we consider essential to maintain in the event of emergency or disaster:*

1. **Access to online resources (e-journals, e-books, databases)**
2. **the Library's web site (links to resources, virtual reference help, emergency information)**
3. **Interlibrary Loan borrowing service (patient care, critical research)**
4. **Selected print resources, in salvage priority order:**
   - **Reserve collection**
   - **Core journal collection**
   - **Reference collection**

See the following tables, which outline responses to certain scenarios. Additional plans for continuing essential services are found in two individual response procedures: *Emergency Library Opening* and *Epidemic/Pandemic*.

Who: following any incident that disrupts library services, the **Library Operations Committee** (LOC) will meet and determine whether services can be continued, by whom, and from what location. They will communicate through department lines, as specified in the Communication section, to all staff. Each member of the LOC is assigned a specific role or roles in disaster response and recovery (see Leadership Roles for Disaster Response, previous page).

When: designated managers will collaborate to restore routine operations as soon as possible.

*Our Historical Collections department has its own procedures for establishing priority order for rescuing items in their collection (see Appendix). Their materials are the highest overall priority ones for rescue. In the event of a disaster causing destruction to all or part of the building, the ideal scenario would be to run simultaneous salvage operations of both Historical Collections and the public collections. If this were not possible due to constraints in personnel and equipment, Historical Collections salvage would take priority over all other collections.

Scenario A Conditions: building is closed, but electric power and internet are available
(Example: Library closed for social distancing (pandemic response) or staff not able to get to the site (severe storm or other regional disaster))

Resource	Service	Who's Responsible
Access to online resources	Patron access from off-site to licensed resources	*Jonathan Lord*—e-journals, e-books* *Inhye Son*—databases *Bart Ragon*—internet connectivity
Library web site	Links to library resources, access to online help from a librarian, emergency information about the library (hours, staffing, etc.)	*Bart Ragon*—internet connectivity *David Moody*—library web site/emergency web page maintenance *Andrea Horne, Dan Wilson*—staffing online chat and email for patron assistance
Interlibrary Loan borrowing	Receiving requests from CMHSL patrons for materials not owned by library, sending requests and receiving materials, forwarding to patron electronically or by fax	*Jeri Davis*—ILL procedures *Bart Ragon*—ILLiad installation, connectivity from home for Jeri and from UNC *David Moody*—ILLiad web page for patron use
Access to print resources	Access to library for affiliated patrons	*Wilma Lynch*—coordinate with Hospital Security to allow access to library print collections in response to a patient-care information need

*Nadine Ellero can provide some back-up to Jonathan for dealing with online resources via Serials Solutions.

Scenario B Conditions: Building is damaged and not habitable; no access permitted; electric power and internet are not available on site

Resource	Service	Who's Responsible
Access to online resources	None from the library. Remote access will depend upon power/internet access to the off-site server (Carruthers Hall)	*Jonathan Lord*—e-journals, e-books* *Inhye Son*—databases *Bart Ragon*—internet connectivity
Library web site	None from the library. Remote access will depend upon power/internet access to the off-site server (Carruthers Hall)	*Bart Ragon*—internet connectivity *David Moody*—emergency web page maintenance *Andrea Horne, Dan Wilson*—staffing online chat sessions and email for patron assistance
Interlibrary Loan borrowing	None from the library. Limited or none from Jeri's home. No access to library's ILL accounts if ILL workstations are not powered up and logged in.	*Jeri Davis*—ILL procedures by phone, fax, email from home *David Moody*—ILLiad web page for patron use, updating web page to give Jeri's contact information at home
Selected print resources	*Print resources by priority:* 1. Core Reserve collection 2. Core Journal collection 3. Reference collection	*Jonathan Lord*—lists of core resources for salvage activities *Dan Wilson*—logistics of salvage operation, oversight of preservation activities

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Scenario C Conditions—building is habitable, electric power is on, but no internet access

Resource	Service	Who's Responsible
Access to online resources	None from the library. Remote access will depend upon power/internet access to the off-site server	*Jonathan Lord*—e-journals, e-books* *Inhye Son*—databases *Bart Ragon*—work to restore internet connectivity
Library web site	None from the library. Remote access will depend upon power/internet access to the off-site server	*Bart Ragon*—internet connectivity *David Moody*—emergency web page maintenance *Andrea Horne, Dan Wilson*—initiating and staffing online chat sessions for patron assistance
Interlibrary Loan borrowing	Use paper forms, telephone, ALA forms, fax from library or home to borrow for our patrons. Photocopy and fax or make available for pickup of materials owned in print.	*Jeri Davis*—ILL procedures *Bart Ragon*—ILLiad installation, connectivity from home for Jeri and from UNC *David Moody*—ILLiad web page for patron use
Selected print resources	*Print resources by priority:* 1. Core Reserve collection 2. Core Journal collection 3. Reference collection	*Jonathan Lord*—lists of core resources *Dan Wilson*—logistics of salvage operation, oversight of preservation activities

Scenario D Conditions: building is habitable during daylight hours, no electric power, and no internet access

Resource	Service	Who's Responsible
Access to online resources	None from the library. Remote access will depend upon power/internet access to the off-site server	*Jonathan Lord*—e-journals, e-books* *Inhye Son*—databases *Bart Ragon*—internet connectivity
Library web site	None from the library. Remote access will depend upon power/internet access to the off-site server	*Bart Ragon*—internet connectivity *David Moody*—emergency web page maintenance
Interlibrary Loan borrowing	Use paper forms, telephone, ALA forms, fax from Jeri's home if possible to borrow for our patrons. Photocopy and fax off-site or make available for pickup of materials owned in print. No access to ILL workstations in library.	*Jeri Davis*—ILL procedures *Bart Ragon*—ILLiad installation, connectivity from home for Jeri and from UNC *David Moody*—ILLiad web page for patron use
Selected print resources	*Print resources by priority:* 3. Core Reserve collection 4. Core Journal collection 3. Reference collection Set up off-site service desk and courier to pull items from library stacks for patrons to check out or use in the vicinity. Use off-line checkout forms if necessary. Notify Medical School, Nursing School, Basic Sciences, etc. of off-site service option.	*Jonathan Lord*—lists of core resources *Dan Wilson*—logistics of salvage operation, oversight of preservation activities *LOC*—determine location and set up of off-site service desk *Andrea Horne, Dan Wilson*—logistics and staffing to set up and maintain off-site service desk

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Training for Library Staff

Library Service Desk staff/Service Desk supervisor:

- Service Desk staff receive the most intensive training because the Service Desk is staffed during all hours that the library is open
- Service Desk staff are the first points of contact for initiating an emergency response
- the Emergency Response Coordinator (ERC) role will fall to Service Desk staff whenever the Associate Director for CMAS (Dan Wilson) and the Service Desk Supervisor (Adrienne Granitz) are not in the building
- the ERC and Project Assistant will provide training to Service Desk staff either individually as new staff are hired, or to the group periodically and as needed

All library staff:

- Administration provides basic information about emergency preparedness and response to all newly hired employees as part of new employee orientation
- the ERC or Project Assistant will send out all-staff emails to make staff aware of impending emergency situations such as severe weather as needed
- are advised to print and post the Emergency Response Table (following), which is also available to all library staff on the Staff directory of the server at **S:\\Staff\Emergency Info for HSL Staff\ER Table for HSL Staff**.

EMERGENCY RESPONSE TABLE—CLAUDE MOORE HEALTH SCIENCES LIBRARY, UNIVERSITY OF VIRGINIA

EMERGENCY	DESCRIPTION	FIRST RESPONSE	NEXT RESPONSE	FOLLOW-UP
Bomb threat	Notification of a bomb on the premises	Get as much information as possible—location of the device, when will it go off, what it looks like, why was it placed, etc. **Call 911**.	Report all information to your supervisor. Move to safety and await instructions from Supervisor and Police.	Complete the UVA bomb threat checklist (copy in the HSL Emergency Preparedness & Response Plan and at http://www.virginia.edu/emergency/plan.html#bombthreat
Earthquake	An earthquake causes structural damage or falling objects within the building.	Protect yourself by getting underneath a sturdy table or desk. Stay inside until shaking has stopped.	Survey resulting damage, take action to safely leave the building and assist others. **Call 911 if emergency assistance is needed.**	Report the incident to your supervisor; supervisor will contact library management and HS Facilities Management.
Evacuation of building	Remaining in the building may be hazardous. Order to evacuate may be initiated by library or due to alarms going off.	**Call 911.** Notify all in the building to evacuate using the nearest exit. Use PA if power is on. Use the bullhorn to notify if power is off.	Check all areas of the building, including restrooms and Historical Collections to notify of the evacuation.	Go to the designated assembly area (Jordan Hall patio) and account for co-workers. Report any absences and where their department is located.
Explosion	Major disruption of facility, potential danger of collapse, fire, secondary explosion, etc.	Initiate evacuation of the building. **Call 911.**	Report to responders if any injured remain in the building.	Report the incident to your supervisor.
Fire	Someone sees a fire or smells smoke in the building.	Rescue those in immediate danger. Pull a manual alarm if alarms are not already activated. **Call 911.** Contain fire by closing doors. Move persons with limited mobility to safe area in a stairwell.	Use fire extinguisher if safe and you have been trained (pull pin; aim; squeeze handle; sweep from side-to-side)	Evacuate if ordered to or if conditions warrant. Report to responders anyone still in the building. Report the incident to your supervisor.
Flood	Source: within the library or from outside the library	Call Facilities Management at 924-2267. **Do not walk into standing water!**	Use water-absorbent "socks" (with disaster supplies in Historical Collections) to block water or absorb seeping water. Cover library collections or furniture with plastic sheeting (staff lounge kitchen alcove).	Report immediately to your supervisor, supervisors report to library management.

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Hazardous materials spill	Toxic, hazardous or unknown chemical or substance is spilled in or near the library.	Move away from the spill and block access to it. Call 911 if emergency service is required due to contamination.	Call OEHS at 982-4911 to clean up the spill.	Report the incident and response to your supervisor.
Hostage	An individual is being held against his/her will.	**Call 911.** Clear the area to avoid others becoming hostages; move to a safe area (behind a door or a solid wall)	Report all pertinent information to responders (police or other).	Report the incident and response to your supervisor.
Medical emergency	Someone in the library is incapacitated or stricken and unresponsive.	**Call 911.** Give the location of the emergency; follow directions from the 911 operator.	Use the PA system to request assistance from any doctor or nurse in the building. Stay with the victim until help arrives.	Report to responders, then report to your supervisor.
Power outage	Electrical power is off in part or all of the library. Only emergency lighting available.	**Weekday business hours:** Admin will call Systems Control **Evenings/Weekend hours:** call Systems Control at 982-4685. Report the outage and ask if the cause or duration of the outage is known.	If the power is off at any time for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures immediately. Check elevators to see if anyone is stranded. Check all areas of the library for patrons who may need help; take flashlights to assist people to leave if the building is dark.	Once the library is closed, lock the front doors. Supervisor reports immediately to library management. Stay in the Health System facility to await restoration of power or until notified by library management that the library will remain closed.
Request for confidential information	An individual or agency requests information about a library patron or staff member, such as library resources used, internet resources accessed, or other personal or confidential information.	The Library will only release sensitive library information at the direction of the University's General Counsel Office. Refer these requests to the Library Administration.	Only if a search warrant is presented and verified will immediate access be allowed to search library records, equipment or space when no one from Administration is in the building. Call the University Police to notify them of the warrant and the search.	Notify supervision, including a member of the Library's LOC immediately after calling the police. Provide a full report to supervision after the incident.
Severe weather	Regional severe weather (snow, ice, thunderstorms, high winds) that may cause damage to the building, flooding, or water leaks.	During heavy rains, check flood/leak-prone areas in the building for water. **Do not walk in standing water!** Report any water leaks or damage to Facilities Management at 924-2267.	Evacuate people from wet areas and block access to the areas. Contact a member of the Library's LOC to find out whether to close the library based on existing circumstances.	Report the situation immediately to library management. Initiate salvage procedures as directed.
Shooter	Unpredictable source of gunfire. Armed, threatening person in the area, discharge of firearm within or near the building.	**Call 911.** Secure the immediate area: turn off lights, close doors, cover windows where possible, silence cell phones, hide behind protective structures.	If possible without being seen by the assailant, place signs to responders in building windows, notifying them of your presence.	Follow instructions of law enforcement. After the incident is resolved, report to your supervisor; supervisor to report to library management.

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Suspicious/ disorderly behavior	A person in the library exhibits unusual/ suspicious behavior, which might include aggressive, erratic, inappropriate or threatening behavior.	Observe the behavior. Call 911 if the behavior is likely to create a disturbance or to endanger anyone or any property. Do not intervene or endanger yourself in any way.	Report the details of what you observed to the police when they arrive.	Report the incident to your supervisor, supervisor will report to Library Administration.
Theft	An item has been stolen or is missing from a location inside the library or from the hallway adjacent to the library.	Call 911. Ask the victim to stay at Circulation and wait for the police.	If requested by a police officer, allow him/her to view the recording from the surveillance cameras. (Do not volunteer or mention the surveillance system to patrons before the police arrive.)	Report the incident to your supervisor.
Tornado	**Tornado watch:** conditions are right for a tornado. **Tornado warning:** a tornado has been sighted within a 25 mile radius.	**Watch:** monitor weather reporting stations online **Warning:** announce that the warning is posted, instruct everyone to move away from windows.	If a tornado warning is issued for the city of Charlottesville, ask patrons to move away from windows and exterior doors, and to move as low in the building as possible.	Report the incident to your supervisor.

Emergency Responses by Priority

The color-coded system following is based on two factors: (1) imminent danger to life and (2) urgency. Incidents are listed alphabetically.

RED (R): Immediate response 911	YELLOW (Y): LOC determines response, no 911 call necessary
ORANGE (O): Mediated immediate response; LOC or checklist consult before calling 911	GREEN (G): Supervisor on duty/ERC determines response, no 911 call necessary

ERC=Emergency Response Coordinator, **LOC**=Library Operations Committee

INCIDENT	Color	INITIAL RESPONSE	SECONDARY RESPONSE	FOLLOW-UP RESPONSE
Biological Agent Contamination	O	ERC	LOC (during business hours)	Intercom
Bomb Threat	O	Bomb Threat Checklist	911	ERC
Chemical Spill/Hazardous/Toxic Material Contamination	O	ERC	LOC (during business hours)	Intercom
Earthquake	R	911	ERC	
Epidemic	Y	LOC (all hours)	Department Heads	
Explosion	R	911	ERC	
Fire and/or Smoke in the Building	R	911 (Alarms)	ERC	
Flooding	O	ERC	Facilities Management	
Hurricane	Y	LOC		
Medical Emergency	R	911	Intercom	ERC
Power Outage	G	HSL Admin (during business hours)/Systems Control (other times)	LOC (if extended power outage)	ERC
Severe Storm	Y	LOC		
Suspicious Behavior	O	ERC	911	
Suspicious Parcel or Bag	O	ERC	911	
Theft	O	ERC	911	

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National and State Alert Level Awareness

The person responsible for maintaining the library's Emergency Preparedness & Response Plan (Project Assistant to the Associate Director of CMAS) is also responsible for monitoring the national and local levels of "Alert" status. For the University of Virginia Health Sciences Library, we will monitor information listed at the following sites:

http://www.dhs.gov/dhspublic/   (Department of Homeland Security)

http://www.vaemergency.com/   (Virginia Department of Emergency Management)

http://www.virginia.edu/emergency/plan.html (University of Virginia's Critical Incident Management site)

General Safety Instructions from the University of Virginia

UNIVERSITY of VIRGINIA
EMERGENCY PROCEDURES
REMAIN CALM

Evacuation Information

- Follow directions of authorities.
- Secure hazardous materials or equipment.
- Take personal belongings (keys, purses, wallets, cell phones, etc.).
- Use the nearest exit or, if it is blocked, an alternate exit.
- Do not use elevators!
- Assist persons with disabilities or special needs.
- Account for individuals.

Shelter in Place

You may be safer where you are.

- Stay quiet and calm.
- Pay attention to your surroundings.
- Follow directions of authorities.

Fire

- Activate the nearest fire alarm.
- Evacuate the building.
- Call 911.
- Do not re-enter the building until authorized by emergency personnel.

Tornado

TORNADO WATCH: means conditions are right for tornado; remain alert to weather conditions.
TORNADO WARNING: means a tornado has been sighted within a 25-mile radius; warnings are typically available 3-15 minutes in advance of the tornado.

- Go to an internal, lowest area of safety: hallways or basement away from windows and glass.
- Do not use elevators during a tornado warning. Persons with mobility concerns should go to a safe place at the time of a tornado watch; do not wait for a tornado warning!
- Close all doors, including main corridors.
- Crouch near the floor or under heavy, well-supported objects and cover your head.
- If outside, lie down in a low area such as a ditch and cover your head.
- Be alert for fire and use the fire plan as needed.

Explosion

- Evacuate the building as quickly and calmly as possible.
- Call 911.
- If items are falling, get under a sturdy table or desk.
- If fire is present, stay low to the floor and exit the building as quickly as possible.
- If trapped in debris, tap on a pipe or wall to alert rescuers.
- Help others exit the building and move to designated evacuation areas.
- Untrained persons should not try to rescue people who are inside a collapsed building; wait for emergency personnel.

Infrastructure Failure

- In case of water, power, heat or cooling outages in the University's Health System, call Facilities Management at 434-924-1700. All other outages should be reported to Facilities Management at 434-924-1777.
- In case of internal telephone systems outages, use cell to call Voice Communications at 434-924-8600.
- In case of a critical incident relating to computer systems, call the ITC Help Desk at 434-924-3731.

Hazardous Materials Release

For major spills:
- Call 911.
- Evacuate, assemble at a safe distance and designate someone to communicate with the Fire Department.
- Notify emergency personnel if you have been exposed or have information about the spill.

For all spills: immediately call Environmental Health and Safety at 434-982-4911 M-F, 8 a.m. – 5 p.m., or 911 during non-business hours.

Suspicious Person

- Do not let anyone into a locked building/office or "tailgate" into the building behind you.
- Do not confront the person.
- Do not block the person's exit.
- Call 911. Provide as much information as possible.

Suspicious Object

- Do not touch or disturb object.
- Call 911.
- Be prepared to evacuate.

Violent Incident

- If you know location of assailant or danger, consider escaping if a safe escape route is immediately available to you. Call 911 when safe.

If it is unsafe to escape:
- Immediately seek protection.
- Secure area by locking or barricading door using whatever means available.
- Stay behind solid objects away from door.
- Call 911.
- Minimize noise that may draw attention to your location: turn off lights, computers and radios and put cell phones on vibrate.
- Follow all directions of authorities; do not challenge law enforcement.

When reporting an incident, your location is:

_____

For additional information see http://www.virginia.edu/emergency/plan.html
University of Virginia Office of Emergency Preparedness • April 2008

COMMUNICATION PLAN

Notification to the public and to staff via the Library's Voicemail:
- LOC will designate a person to change the Library Service Desk telephone (434-924-5444) in the event of a change to library operations in an emergency. To change the Service Desk Voice Mail message for the Library, call (phone number) if you are off-site. When prompted, enter the extension number for the Service Desk telephone (4-5444), followed by #. You will be asked to enter the password for the account (password).
- Information for library staff and patrons about library operations will be provided via the Service Desk voice mail, on the library's home page, in the "Moore Library News" online newsletter, on Facebook and on Twitter. LOC will assign responsibilities for updating these sites based on staff availability.
- LOC will contact any library staff members who are designated "essential" to communicate information about library operations during an emergency
- Library staff who are not designated by LOC as "essential" are considered "non-essential." Note: designation of staff as essential may vary according to circumstances, and essential/non-essential designations may change with the circumstances during an event.
- Information for library staff about changes to routine library operations will be provided via voice mail on a library telephone number designated by LOC, which will be specified in the Service Desk Voice Mail message.

UVa Alerting system:
- all Library staff are encouraged to sign up for **UVa Alerts** (https://www.virginia.edu/uvaalerts/) in order to receive emergency text messages via mobile device. UVa Alerts is the mass communication/notification program established by UVa, and it is the first and primary method of communication about emergencies.
- staff whose phones are not able to receive text messages will receive an emergency notification by email whenever UVa sends out an alert
- UVa will notify all UVa Alert users about any on-campus emergencies in order to divert traffic and prevent people from coming to the workplace or students to class if a dangerous situation exists

Communication with the Media:
- **the Library Director is the only person who is authorized to speak with the media about any emergencies or disasters on behalf of the HSL**
- if the Director is not available, the person who is the Acting Director is responsible for all communication to the media
- before releasing information to the media, our spokesperson will contact the Health System's Media Office at 924-5679 to coordinate the nature and content of the communication

Additional sources for information about changes in the University's schedule:
- **Telephone:** 924-SNOW, 243-SNOW
- **TV Station/Radio Stations—all local stations**
- **University web site** (http://www.virginia.edu)

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HSL Emergency Contacts

Unit: Health Sciences Library   Unit Manager: Gretchen Arnold   Office Phone: (434) 924-0194

Rank *	Primary Contact		Rank *	Secondary	Contact
	Name	Dan Wilson		**Name**	Gretchen Arnold
	Title	Assoc. Director of Collection Management & Access Services		**Title**	Director
	Address	Box 800722		**Address**	Box 800722
2	**Email**	dtw2t@virginia.edu	2	**Email**	gvn8r@virginia.edu
3	**Home Phone**		3	**Home Phone**	
1	**Work Phone**		1	**Work Phone**	
4	**Cell Phone**			**Cell Phone**	
	Pager	N/A		**Pager**	
Rank *	Contact		Rank *		Contact
	Name	Wilma Lynch		**Name**	
	Title	Admin. Services Manager		**Title**	
	Address	Box 800722		**Address**	
2	**Email**	wjl5u@virginia.edu	3	**Email**	
3	**Home Phone**		4	**Home Phone**	
1	**Work Phone**		1	**Work Phone**	
	Cell Phone		2	**#2 work phone**	
	Pager	N/A		**Pager**	

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HSL Emergency Contacts for <u>Server Room</u>

Unit: Health Sciences Library--Unit Manager: Gretchen Arnold   Phone (434) 924-0194

Rank *	Primary Contact		Rank *	Secondary	Contact
	Name	Bart Ragon		**Name**	Dan Wilson
	Title	Assoc. Director for Technology & Services		**Title**	Assoc. Director of Access Services
	Address	Box 800722		**Address**	Box 800722
2	**Email**	Br5n@virginia.edu	2	**Email**	dtw2t@virginia.edu
3	**Home Phone**		3	**Home Phone**	
1	**Work Phone**		1	**Work Phone**	
4	**Cell Phone**		4	**Cell Phone**	
	Pager	N/A		**Pager**	N/A
Rank *	Contact		Rank *		Contact
	Name	Gretchen Arnold		**Name**	Wilma Lynch
	Title	Director		**Title**	Admin. Services Manager
	Address	Box 800722		**Address**	Box 800722
2	**Email**	gnv8r@virginia.edu	3	**Email**	wjl5u@virginia.edu
3	**Home Phone**		4	**Home Phone**	
1	**Work Phone**		1	**Work Phone**	
	Cell Phone		2	**#2 work phone before 4:30**	
	Pager	N/A		**Cell Phone**	

HSL Staff Home Address List

Library management (department heads, supervisors) will receive current lists of staff home addresses and telephone numbers. A copy will be given to each owner of an Emergency Preparedness & Response Plan manual, and all supervisors should have their employees' home telephone numbers at their homes.

All home contact information for staff is confidential and may not be revealed to anyone who is not employed by the Claude Moore Health Sciences Library.

HSL Staff Directory

A paper copy of the staff directory (work contact information) will be given to the owners of the manuals with each update.

UVA Emergency Phone Numbers
(Area code: 434)

Emergencies/Fire		911
Environmental Health &Safety	Hazardous spills	982-4911
HS Information	From outside	924-0211
UVA Information	From outside	924-3363
UVA Operator	External	924-0000
	Internal	0
UVA Paging Service	External	982-3500
	Internal	500
Weather	Phone	924-SNOW 243-SNOW
	Radio	WINA – 1070 AM WCHV – 1260 AM WKAV – 1400 AM WTJU – 91.3 FM WUVA – 92.7 FM
	Television	All local stations

University and Health System *Management* Contacts

NOTE: Should try and get the cell phone numbers for most of these people.

Madison Hall	Leonard Sandridge	
	Megan Lowe	
UVA	Marge Sidebottom (Director, Emergency Prep)	
School of Medicine	Steven DeKosky *(VP & Dean)*	
	Brad Haws *(Finance and Administration)*	
	Dick Pearson *(Student Affairs)*	
School of Nursing	Dorrie Fontaine (Dean)	
	Teresa Carroll (Student Affairs - Undergrad)	
	Clay Hysell (Student Affairs – Grad)	
Medical Center	Ed Howell (VP & CEO)	
	Tom Harkins	
	Emergency Command Center	

Partner Health Sciences Libraries

In the event of a major disaster, we have informal agreements with the following libraries to assist with recovery efforts:

Tompkins McCaw Library **Virginia Commonwealth University**	Reference Administration	(804) 828-0636 (804) 828-0634
Health Sciences & Human Services Library **University of Maryland** M.J. Tooey	Reference Administration	(410) 706-7996 (410) 706-7545
Health Sciences Library **University of North Carolina**	Reference Administration	(919) 962-0800 (919) 966-2111
Medical Center Library **Duke University**	Reference Administration	(919) 660-1100 (919) 660-1150

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EMERGENCY RESPONSE PROCEDURES

Active Shooter / Violent Incident

From UVa Critical Incident Management Plan at:
http://www.virginia.edu/emergency/plan.html#violent , accessed and copied, August 6, 2010.

Annex K: Critical Incidents and Response Strategies — Active Shooter or Violent Incident

Violent incidents, including but not limited to: acts of terrorism, an active shooter, assaults, or other incidents of workplace violence can occur on the University Grounds or in close proximity with little or no warning. An "active shooter" is considered to be a suspect or assailant whose activity is immediately causing serious injury or death and has not been contained.

The UVA Police Department has adopted nationally accepted law enforcement response procedures to contain and terminate such threats, as quickly as possible. The following information regarding law enforcement response will enable you to take appropriate protective actions for yourself. Try to remain calm as your actions will influence others. The following instructions are intended for incidents that are of an emergent nature (i.e., imminent or in progress).

Immediate Action

1. Secure the immediate area. Whether a classroom, residence hall room, office, or restroom:
   1. Lock or barricade the door, if able. Block the door using whatever is available – desks, tables, file cabinets, other furniture, books, etc.
   2. After securing the door, stay behind solid objects away from the door as much as possible.
   3. If the assailant enters your room and leaves, lock or barricade the door behind them.
   4. If safe to do so, allow others to seek refuge with you.
2. Protective Actions. Take appropriate steps to reduce your vulnerability:

   1. Close blinds.
   2. Block windows.
   3. Turn off radios and computer monitors.
   4. Silence cell phones.
   5. Place signs in interior doors and windows, but remember the assailant can see these as well.
   6. Place signs in exterior windows to identify your location and the location of injured persons.
   7. Keep people calm and quiet.
   8. After securing the room, people should be positioned out of sight and behind items that might offer additional protection – walls, desks, file cabinets, bookshelves, etc.

3. Unsecured Areas: If you find yourself in an open area, immediately seek protection:

    1. Put something between you and the assailant.
    2. Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
    3. If in doubt, find the safest area available and secure it the best way that you can.

4. Call 911. Emergency situations should be reported to law enforcement by dialing 911. You may hear multiple rings – stay on the line until it is answered - do not hang up. Be prepared to provide the 911 operator with as much information as possible, such as the following:

    1. What is happening.
    2. Where you are located, including building name and room number.
    3. Number of people at your specific location.
    4. Injuries, if any, including the number of injured and types of injuries
    5. Your name and other information as requested

Try to provide information in a calm clear manner so that the 911 operator quickly can relay your information to responding law enforcement and emergency personnel.

5. What to Report. Try to note as much as possible about the assailant, including:

    1. Specific location and direction of the assailant.
    2. Number of assailants.
    3. Gender, race, and age of the assailant.
    4. Language or commands used by the assailant.
    5. Clothing color and style.
    6. Physical features – e.g., height, weight, facial hair, glasses.
    7. Type of weapons – e.g., handgun, rifle, shotgun, explosives.
    8. Description of any backpack or bag.
    9. Do you recognize the assailant? Do you know their name?
    10. What exactly did you hear – e.g., explosions, gunshots, etc.

6. Treat the Injured. The 911 operator will notify law enforcement and other emergency service (EMS) agencies – fire and rescue. EMS will respond to the site, but will not be able to enter the area until it is secured by law enforcement. You may have to treat the injured as best you can until the area is secure. Remember basic first aid:

    1. For bleeding apply pressure and elevate. Many items can be used for this purpose – e.g., clothing, paper towels, feminine hygiene products, newspapers, etc.
    2. Reassure those in the area that help will arrive – try to stay quiet and calm.

7. Un-securing the Area

1. The assailant may not stop until his objectives have been met or until engaged and neutralized by law enforcement.
2. Always consider the risk exposure by opening the door for any reason.
3. Attempts to rescue people only should be made if it can be done without further endangering the persons inside of a secured area.
4. Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area.
5. If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.

Law Enforcement Response

UVA Police will immediately respond to the area, assisted by other local law enforcement agencies, if necessary. Remember:

Help is on the way. It is important for you to:
1. Remain inside the secure area.
2. Law enforcement will locate, contain, and stop the assailant.
3. The safest place for you to be is inside a secure room.
4. The assailant may not flee when law enforcement enters the building, but instead may target arriving officers.

Injured Persons: initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.

1. You may need to explain this to others in order to calm them.
2. Once the threat is neutralized, officers will begin treatment and evacuation.
3. Evacuation: responding officers will establish safe corridors for persons to evacuate
4. This may be time consuming.
5. Remain in secure areas until instructed otherwise.
6. You may be instructed to keep your hands on your head.
7. You may be searched.
8. You may be escorted out of the building by law enforcement personnel - follow their directions.
9. After evacuation you may be taken to a staging or holding area for medical care, interviewing, counseling, etc.
10. Once you have been evacuated you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene.

Decision Maker(s)

Assistance from local and state law enforcement agencies will be provided under existing mutual aid agreements. The decision to call in outside supporting agencies or to close all or a portion of the Grounds will be made by the Chief of Police or designee in consultation with the Executive Vice President and Chief Operating Officer or designee and other appropriate individuals in University administration. Information will be released to the UVA community as quickly as circumstances permit.

Subsequent Procedures/Information

We cannot predict the origin of the next threat; assailants in incidents across the nation have been students, employees, and non-students alike. In many cases there were no obvious specific targets and the victims were unaware that they were a target until attacked. Being aware of your surroundings, taking common sense precautions, and heeding any warning information can help protect you and other members of the community.

Biological Agent / Hazardous Materials Contamination

Event: *an agent or organism that has an illness-producing effect on people is introduced into the vicinity of the Library, either accidentally or by terrorist attack; hazardous or toxic material is spilled or is otherwise introduced into the vicinity of the Library, i.e. on the roadway under the bridge that houses the book room, or in the hallway outside the Library's main entrance.*

Response:
- notify the ERC immediately
- if the situation is urgent, call 911 immediately
- if there is uncertainty about whether the situation is an emergency the ERC will request, via the PA system, that the Library Operations Committee (LOC) convene at the Service Desk. *(If outside of weekday business hours, the ERC makes the determination without consulting LOC.)*
- the LOC will make the determination as to whether we should initiate an emergency response
- we may also be notified via mass e-mail or text message from University authorities, which will specify instructions about the response of the university community
- if the incident is specific to the library and the LOC determines that an emergency response is necessary, the ERC will call 911
- Fire and Rescue personnel will determine the extent of the contamination and will coordinate containment and abatement activities.
- the Library's ERC will coordinate whatever actions are appropriate, such as:

  o if the decision is made to evacuate, the ERC or other person in authority will direct staff to the best exit route, given the location and circumstances of the contamination
  o if evacuation is not recommended, the ERC will instruct all Library staff via an announcement over the intercom to initiate "shelter in place" procedures, as follows:

  > **"There has been a hazardous materials contamination incident in the vicinity of the Library. All Library staff are directed to initiate "shelter in place" procedures. All patrons inside the Library should report to the Service Desk at this time for information and instructions."**

  o patrons will be offered the options of leaving the Library, after finding out which is the safest route to take, or to return to their own departments for safety procedures, or joining Library staff in our shelter in place (see instructions below)
  o once all patrons and staff have taken shelter, the ERC will post our Shelter-in-Place sign on the outside of the front door (the sign is in the front folder of the Emergency Preparedness & Response Plan manual at the Service Desk), then make sure the doors are locked
  o the shelter in place procedure is intended to be used for a short period of time only. Our plans do not include storing food or other items that might be needed for a longer period of time in our space.
  o the black cabinet in the Staff Lounge kitchen contains an emergency radio, powered by turning a handle. There is also a first-aid kit, plastic sheeting, duct tape and a ladder for sealing off vents and doorways.

How to Shelter-in-Place:

- to shelter in place, all Library staff should report to the Staff Lounge on the second floor

- if possible, the air handling system should be shut down and the vents covered with plastic and taped (ladder, plastic and duct tape are stored in the black cabinet in the lounge kitchen alcove)
- the Lounge door on the mailbox side will be sealed all around with duct tape, and the bottom space stuffed with wet paper towels
- the hallway with the restrooms will be included in the shelter space, and the door from the hallway into the Library area should be sealed in the same manner
- use the telephone in the Lounge or someone's cell phone to notify emergency personnel (911) that we are in our shelter-in-place area, including our location and how many people we have
- keep calm and listen to a (battery operated) radio or TV for official news updates. Stay indoors until notified by the public information officers that the area is safe.
- UVa's methods of notification are by mass e-mail and by text message to those who have subscribed to UVa Alerts. Other options may include a reverse 911 call to all university telephones, and loudspeakers to outdoor areas.

Bomb Threat

Event: *a bomb threat is communicated to the Library*

Response:
If you receive a bomb threat over the telephone, remain calm and refer to the Telephone Checklist for Bomb Threats *(following this page)* if available. If there is no checklist available, write down information as follows:

- try to elicit and compile as much information as possible
- do not try to immediately notify others or evacuate the building, rather focus on trying to gather as much information as possible
- if your telephone shows incoming calls on a display, be sure to write down the number shown for the incoming call
- try to keep the caller on the line as long as possible; do not anger the caller
- while engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.)
- note any characteristics of the caller's voice (gender, age, education, accent, etc.)
- immediately after the caller has ended the call, call 911
- if the threat was left on your voice mail, do not delete the message
- be aware that should a bomb threat be received in writing, the fewest number of people possible should handle the paper, which should be given to the police
- if a bomb threat is received by email, it should be saved on the computer of the person who receives it
- notify the Library's ERC, as well as your department supervisor
- if the authorities order an evacuation, follow established evacuation procedures

Telephone Bomb Threat Checklist

TIME:Call received _____ am/pm Terminated _____am/pm

DATE:_____/_____/_____EXACT WORDING OF THE THREAT

_____

_____

_____

Sex of Caller_____ Race: _____

Age: _____ Length of Call: _____

Number at which call is received: _____

Questions you should ask:
A. When is bomb going to explode?

B. Where is the bomb right now?

C. What does it look like?

D. What kind of bomb is it?

E. What will cause it to explode?

F. Did you place the bomb?

G. Why?

H. What is your address?

I. What is your name? Voice Description:

___ Calm	___ Nasal
___ Angry	___ Stutter
___ Excited	___ Lisp
___ Slow	___ Raspy
___ Rapid	___ Deep
___ Soft	___ Ragged
___ Loud	___ Clearing Throat
___ Laughter	___ Deep Breathing
___ Crying	___ Cracking voice
___ Normal	___ Disguised
___ Distinct	___ Accent
___ Slurred	___ Familiar
___ Whispered	

Recognize Voice? If so, who do you think it was? _____

BACKGROUND SOUNDS:

___ Street noises	___ Factory Machinery
___ Crockery	___ Animal noises
___ Voices	___ Clear
___ PA system	___ Static
___ Music	___ Local
___ House noises	___ Long Distance

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____ Motor   ____ Booth
____ Office machinery   ____ Other _____

THREAT LANGUAGE
____ Well spoken   ____ Incoherent
____ Foul   ____ Taped
____ Irrational   ____ Message read by threat maker

Date: ____/____/____

Name: _____

Position: _____

Phone Number: _____

Earthquake

Event: an earthquake occurs, of sufficient strength to cause damage to buildings and roadways, power outages, and broken pipes carrying water, steam and gas.

Response:
- stay inside the building and immediately take shelter underneath a desk or table, wherever possible
- be prepared for further earthquake activity and aftershocks
- stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment as much as possible
- once the shaking has stopped, see if anyone in your area is trapped or injured
- assist anyone who needs help, and assist in the evacuation of the building
- do not attempt to move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.)
- do not re-enter the building until it has been declared structurally sound
- check for broken water pipes or shorting electrical circuits. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air. Turn off all appliances and other electrical equipment.
- **do NOT walk into areas where there is water on the floor.** Standing water can hold an electrical charge from damaged power lines and can cause electrocution.
- do not use telephones except in emergency. Lines should be kept free for emergency rescue operations.
- ensure that sewage lines are intact before running water or flushing toilets
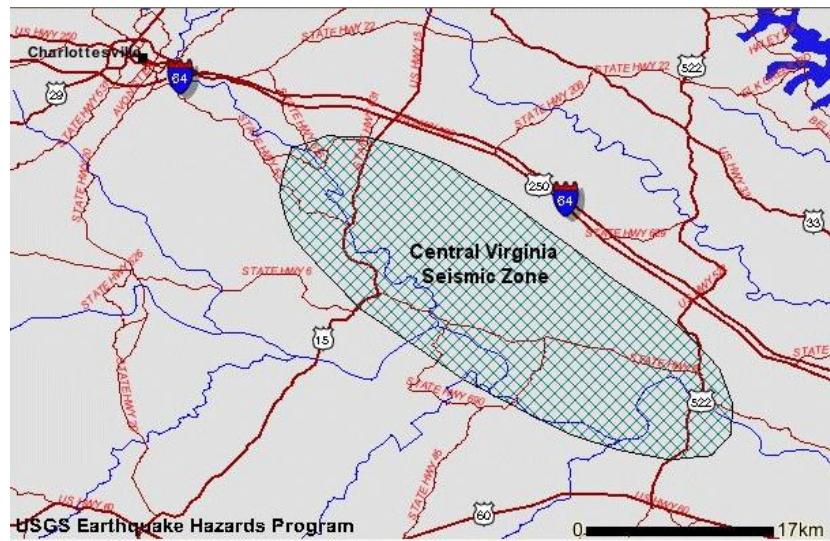
Virginia is classified as a "moderate" seismic risk, and has a 10-20% chance to experience a 4.75 quake every century or so. In quakes above 4.5 on the Richter scale, buildings begin to fall.
Source: Virginia Places Website

Epidemic/Pandemic

Event: for our purposes, we define an Epidemic and a Pandemic as follows:

Epidemic: a locally widespread illness that affects Library staff, such as an outbreak of influenza. It may compromise the provision of daily patron services because of staff absences due to illness. Library managers will re-assign available staff as necessary in order to provide essential services and remain open our normal hours, unless directed otherwise by the LOC.

Pandemic: a widespread outbreak of disease that becomes global in scope. Such an outbreak would require hospitalization of many who become ill, and would result in a higher mortality rate than usual for influenza due to the lack of established immunities in the entire affected population. In this situation, the authorities might initiate social distancing measures, which could include closing the Library, along with other public places, in an effort to prevent the spread of the disease, or the Library might find it necessary to modify its hours in order to function within staffing constraints. In either case, we would continue to offer as many services as possible, including off-site assistance when necessary.

Response to an Epidemic:
- department heads and supervisors, or other staff acting on their behalf, are responsible for ensuring, as much as is possible, that all routine patron services and staff needs are provided for, by coordinating scheduling and assignment of work to the staff that are available
- for basic public service procedures, see the "Emergency Library Opening" document at the beginning of the Manual. This document provides instructions for providing designated essential services if only one person is available.

Response to a Pandemic:
Follow the instructions for Epidemic response. If it becomes necessary to modify Library hours or to close the Library, Library managers will initiate a "work from home" strategy wherever possible. Steps will include:
- the Library's Web Manager or other LTSD staff will update the Library's web page to notify patrons of the Library's closure or modified hours, and to provide links or phone numbers to call for help (web manager will be notified via LOC and the Associate Director for LTSD)
- signs will be posted on the Library's entrance doors listing the same information as the web page (coordinated by Andrea Horne and web managers)
- services that can be provided by staff working from home either by online chat, e-mail or telephone:
  - ✓ Reference assistance (Information Services)
  - ✓ Proxy Server assistance (Information Services)
  - ✓ RefWorks, EndNote software applications (Information Services)
  - ✓ Patient Care requests for information from electronic resources, both in-house and sending to other institutions, by use of email and fax (Document Delivery)
  - ✓ Wireless access to Library resources from personal laptops (LRC)
  - ✓ PDA assistance (TEC)
  - ✓ Troubleshooting access issues to electronic resources (Collection Development Librarian)

Pandemic Planning Table

Stages of Pandemic and Library Procedures

Period	Level	Description	Procedures
Pre-pandemic	**1**	New influenza virus detected, no vaccination available, begins to spread among humans in a limited area.	Monitor information sources about the situation (CDC, institution), no changes to operations.
Pandemic alert	**2**	The virus poses a substantial risk of transmission, and spreads rapidly beyond the locality of origin. The public is informed that a new virus is successfully spreading.	Continue to monitor information sources, no changes to operations.
	3	The virus spreads globally, is transmitted quickly among humans, and creates widespread infection.	Develop/review pandemic plans and schedule a table-top exercise involving relevant personnel for dealing with the potential effects of the new virus (staff absences, limited hours of operation, closure due to social distancing measures). Update procedures as necessary. If feasible, enable connectivity for designated staff to online library resources from their homes. Create a prioritized list of supplies and order additional essential supplies, anticipating possible interruptions of service from vendors.
Pandemic (global)	**4**	The World Health Organization declares the virus to be a global pandemic.	Managers meet to discuss strategies for: 1. slowing the spread of the virus, and 2. dealing with a significant rate of staff absences Based on existing variables, managers decide whether, when and how changes to operations will be made as the situation evolves. Measures intended to slow the spread of the virus may include reduction of hours of operation, closure of service desks, and removal of shared equipment in public areas. Anticipating staffing shortages, managers ascertain institutional and organizational personnel and staffing policies and procedures in order to continue to offer limited library services (e.g. time and leave requirements for faculty and staff to work from home, designating essential personnel, circumstances for which leave requests may or may not be approved.) Establish a deep chain-of-command so that if key library managers are ill and unable to perform their duties a structure for decision-making and communication can be maintained. Order any essential supplies that may be needed to fill possible shortfalls from vendors.
Pandemic (regional and local)	**5**	Virus becomes prevalent in the local community and authorities invoke measures in order to slow the spread of the virus. Operations may be affected by a significant rate of staff absenteeism.	Library managers comply with all directives from the institution about changes to operations resulting from the pandemic, adjusting operations and staffing patterns as the situation evolves. Measures to prevent spread of the virus may be enacted (see Level 4). Based on available staff, managers make decisions about who will work from home and during what hours, in order to provide limited patron services from off-site. Notify patrons of changes to library hours and availability of limited services from off-site. Edit the library's web page to show the status of operations and the services and resources available.

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Evacuation of the Library

- the Emergency Response Coordinator (ERC) is responsible for all building evacuations
- the ERC will immediately begin evacuation under the following life-threatening situations: 1) a fire alarm is activated 2) fire is reported in the building 3) smoke is reported in the building
- if the situation is life-threatening and a fire alarm hasn't sounded, the ERC should activate the nearest fire alarm
- if the reason for evacuation is not life-threatening, the ERC should not activate an alarm but should notify patrons of the evacuation via the PA system or in person, or by using the bullhorn (at Service Desk Supervisor's desk) if there is no electricity
- if the library is being evacuated because of a biohazard in the area, be sure to direct people to exits that will not place them in danger

Evacuation announcement:

"Your attention please: all library patrons and staff must evacuate the building immediately through the nearest exit. This is not a drill. I repeat: all patrons and staff in the Library must evacuate the building immediately."

- while the fire alarm sounds, all Library Service Desk staff as well as any other public services staff available (Doc Del, IS, TEC) will report to the Library Service Desk for assignments to assist in clearing the building
- the ERC will remain at the Library Service Desk while assigning available staff to check all areas in the library (including restrooms) and Historical Collections to make sure all patrons and staff are evacuating and to assist where necessary
- staff doing the sweeps of public and staff areas should take flashlights with them if the evacuation happens when it is dark outside and the power is off; there may not be emergency lighting in all areas.
- staff should be aware that patrons with mobility concerns may need extra assistance—elevators are not to be used and are often not operable when alarms sound
  - stairwells with doors can be used as a safe space for people in wheelchairs—i.e. stairwell from the hallway at the staff entrance to the library (2nd floor) and also accessible from the 1st floor and the basement—stairwell access is designated by EXIT signs above the doors
  - if the hallways are safe and unimpeded, use the hallways to Hospital East and/or Hospital West to assist patrons to access ramps and automatic doors to the outside

- the ERC or a designated staff member should remain at the Library Service Desk if possible until the building is completely vacated
- once the fire department arrives, any remaining Library staff must leave
- the ERC should identify him/herself to the emergency responders in order to coordinate follow-up activities
- when leaving the Library, the ERC should take the bullhorn from the Service Desk Supervisor's desk to use if needed for gathering and notifying staff once the evacuation is complete

Following evacuation of the building:

- go directly to the designated evacuation site, either the primary site (patio area between main entrance and Jordan) or secondary (corner of JPA and Lee street, lawn area)—see map, following next page
- check to make sure that all members of your department are there; supervisors must account for all staff in their departments
- stay with the group of Library staff and listen for directions and information
- do not re-enter the building until directed by a person in authority
- staff should check with their supervisor if there is uncertainty about the status of the building, their work area, and whether they are to continue their work at the present time
- follow all instructions as to work assignments, recovery of the collection, and any maintenance to be done on computers, printers, fax machines, copiers, etc.

Bullhorn in box at Circ Supervisor's desk

(Evacuation Routes: next page)

*Evacuation Routes**

Basement Level (Historical Collections): down the hallway past the restrooms, turn right, go through the emergency exit and up the stairs to the patio. The emergency exit door is equipped with an electronic locking mechanism that automatically unlocks the door when fire alarms sound. This will allow staff to re-enter through the door in the event that the stairwell is dangerous or blocked.

(The Moll Room exit to Lane Road is to be used only in the event that the hallway route is blocked or unavailable for some other reason—Fire Marshall)
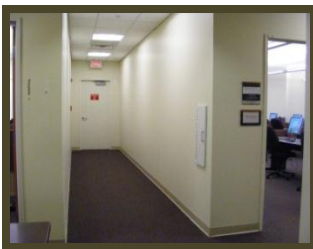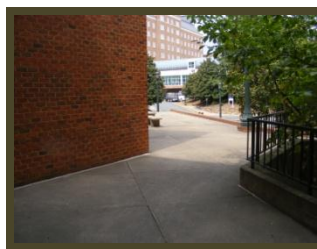

Hallway to emergency exit, basement level
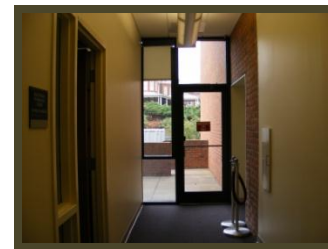

Emergency exit, Moll Rm

First Floor (Computer Lab, Med Ed): emergency exit, hallway between Carter classroom and Media Studio onto patio, or emergency exit from Med Ed office hallway onto patio near Lane Road.

Emergency exit, 1st floor

To patio from 1st floor exit

Emergency exit, Med Ed area

Second Floor:
- **Lobby, Information Services staff offices, TEC offices, Service Desk/Document Delivery, Administration:** Main exit, then down the stairs to the patio.
- **Technical Services and Staff Lounge:** Exit next to staff lounge then down hallway to stairs across from Library's main entrance and outside to patio.
- **Book Room:** After Hours Study room door, or to main lobby then down stairs and outside to patio, or down the Cabell stairs and out through emergency exit.
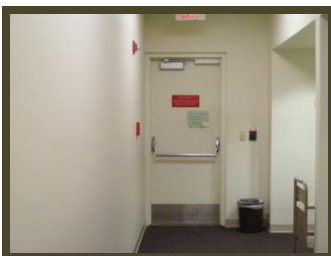
Staff entrance/exit 2nd floor

Main entrance/exit

Patio

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Cabell: either emergency exit, one into stairwell and outside on south side of room, or one on north side into hallway and out to JPA.

Cabell exit into lobby
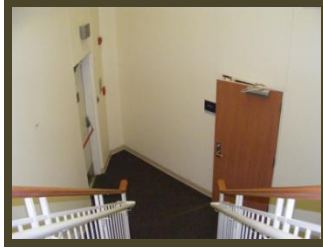
Cabell stairwell exit

Cabell exit onto patio from lobby

*For people who cannot exit using the stairs, use the stairwells with fire doors as a safe space. The stairwell at the east end of the library (outside the staff entrance on the 2nd floor, also available from the 1st floor and the basement level) are designated safe spaces. In each case, the door to the stairwell is marked with an EXIT sign in the ceiling.
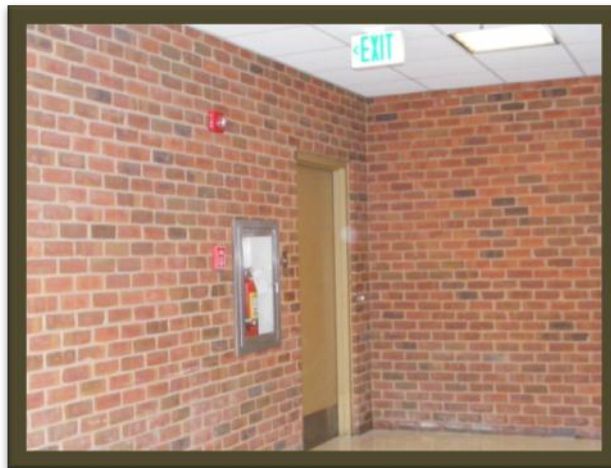
Stairwell entrance, 2nd floor, outside staff entrance

Map of Designated evacuation sites for HSL staff after evacuation:

★ Routine evacuation site—patio outside main entrance

☆ Major disaster evacuation site—corner of JPA and Lee, lawn area, or to be determined otherwise by authorities

Primary evacuation site—Patio

Secondary evacuation site—JPA & Lee St.

Revised August 2010

Explosion

Event: *explosion occurring inside the Library building or in the vicinity of the building*

Response:
- remain calm, and be prepared for further explosions
- crawl under a table or a desk
- stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment
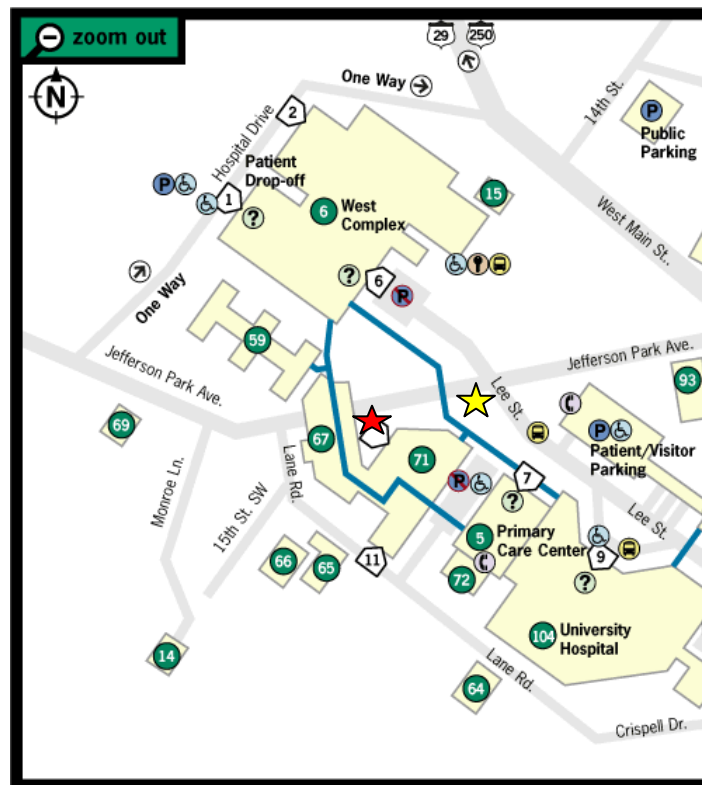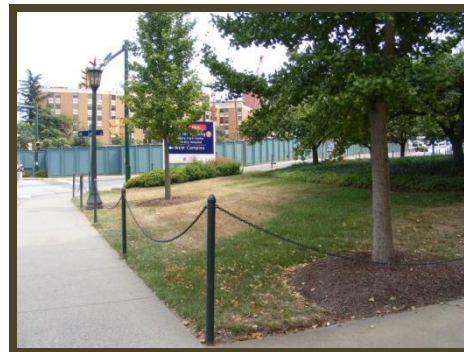- the ERC will call 911
- if evacuation is ordered, follow Evacuation procedures, assisting patrons to exit the building and verifying that all rooms are clear, then go to the designated area and report to Administration or the ERC on duty
- do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.)
- **do NOT walk into areas where there is water on the floor.** Standing water can carry an electrical charge from damaged power lines, causing electrocution!
- open doors carefully, and watch for falling objects
- do not use elevators
- do not use matches or lighters; flashlights are available at the Library Service Desk as well as plugged into outlets in the Information Services area and in the Staff Lounge. The flashlights that are plugged in are re-charged and can be removed for emergency situations.
- avoid using telephones
- do not assist in the spread of rumors

Fire or Smoke in the Building

Event: *someone reports a fire, or reports seeing smoke inside the Library or in the hallway outside the Library's main entrance or in other areas adjacent to the Library.*

Response:
- activate the nearest fire alarm
- call 911
- notify the ERC
- evacuate the Library
- do not use elevators
- look for patrons needing assistance

Smell of smoke:

If someone reports smelling smoke, but no one sees smoke or fire, notify the ERC, who will investigate. If the source of the smell of smoke is not found, the ERC may elect to call Facilities Management (4-2267) for assistance in determining its origin. (During business hours, the ERC will notify HSL's Administration, who will call Facilities Management.). If the source is found, the ERC will determine whether to activate the fire alarms or whether it can be handled on-site, based on the circumstances.

Flooding

Event: *any of the ground-level floors level of the Library are flooded by water entering from outside the building at street level, or water enters any area of the library via leaking roof, windows or pipes.*

Response:
- if flooding is observed on the floor or entering through the ceiling or wall in any area of the Library, staff should immediately notify the ERC
- **do NOT walk into areas where there is water on the floor.** Standing water can carry an electrical charge from damaged power lines, causing electrocution! *Personal safety takes priority over saving the Library's collections or equipment.*
- for water leaking or seeping into the building (e.g. around/under the exterior door in Historical Collections during heavy rain), staff will place water absorbent "socks" and/or mats at the site of the leak to soak up water. Socks and mats are stored with disaster supplies near the doorway in Historical Collections and in the bindery prep area on the second floor.
- for hard-surfaced floors, a wet mop and bucket are available in the housekeeping closet across the hall from the staff entrance on the second floor. For cleanup of more than just a small amount of water, call Environmental Services at 982-4911.
- if there is structural damage (e.g. roof leaking), call Facilities Management immediately at 924-2267.
- the ERC, or for large events, local authorities such as Fire/Rescue, Police, or Facilities Management for the Health System will determine if it is safe to enter flooded areas in order to begin a rescue operation of materials and equipment. *There is danger of electrocution, as well as exposure to biohazards in areas where water is standing.*
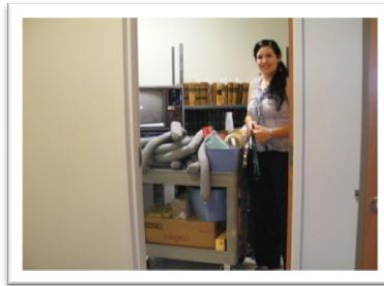
Sonya with "socks" on the disaster supplies cart, Historical Collections

The ERC should make sure that LOC and all pertinent department heads know about the incident as soon as possible if materials are damaged, as follows:

- ➢ **Joan Klein** or her designated staff will coordinate rescue/salvage of Historical Collections materials
- ➢ **Dan Wilson** will coordinate rescue/salvage of print books and journals from the public collections, notifying Preservation staff at Alderman Library as soon as possible
- ➢ **Bart Ragon** or his designated LTSD staff will coordinate rescue/salvage of computer hardware
- ➢ **Wilma Lynch** is responsible for coordinating salvage/repair to the Library facility, including flooring, furniture, shelving, etc.

Hurricane

Event: *a hurricane is predicted to make landfall on the mid-Atlantic coastline, or may approach our area over land, but still at hurricane or tropical storm strength, and which has the potential to produce damaging winds, widespread power outages, and flooding in our area.*

Response:

LOC will meet to determine if and when hurricane response procedures will be enacted. When the decision is made to "brace for impact," LOC will notify all staff about any changes to regular work schedules (e.g. leaving early or staying at home), and will initiate the following in order to protect library materials and equipment:

- move as many valuables as possible off the floor to limit damage from flooding
- power down all equipment and turn off surge protectors
- move furniture and computer equipment away from windows and cover with plastic
- follow any further instructions from LTSD regarding computers and other electronic equipment

All staff should follow the established communication structure (Library voicemail, supervisors) in order to find out whether the Library will be open, and whether to report to work, either at the Library or at an alternate site.

After the hurricane has passed, the LOC will assess any damage to the facility, collections, and equipment, and will initiate any recovery efforts that are necessary. Depending on availability of electrical power, the condition of roadways in the area and other circumstances, the LOC will decide how and when the library will be re-opened and will communicate this to staff as soon as possible.

Medical Emergency

Event: *a staff member or a visitor to the Library is in need of medical attention*

Response:
- if a medical emergency occurs, staff closest to the incident should immediately call 911 to summon emergency services. After the call is placed, notify the ERC on duty about the situation.
- someone should stay with the afflicted individual until help arrives
- the Service Desk person should use the overhead PA system to request help from any healthcare professionals that may be in the Library or in the hallway outside the Library, as follows**:**

"We have a medical emergency in the Library. Would any doctors or nurses in or near the Library please report to the Library Service Desk."

Repeat this once more if no one comes to the desk immediately.

- **AED Defibrillators**: if an AED Defibrillator is needed, there is one located on the hallway wall outside the Library's main entrance toward the main hospital (Hospital East) near the entrance to the Jordan Conference Center. Another AED unit is located on the hallway wall near the Link to McKim Hall.
- once emergency services personnel arrive, be prepared to report any details observed to the responders
- the ERC should complete an incident report and notify Library Administration once the situation is resolved

Power Outage

Event: *the area experiences an electrical power outage. The outage may be for only a few minutes, or may be widespread and likely to last a longer period of time.*

Assessing:
If the outage occurs while the Library is open, the ERC and Administration (for weekdays) will determine whether the predicted duration warrants evacuating the Library.
- call Systems Control for the Health System at 982-4685; notify them that the Library is without power, and find out the extent and probable duration of the outage, if possible
- during daylight, if power is likely to be restored within fifteen minutes, evacuation is not mandatory and the decision can be made by the ERC based on existing circumstances
- if we are informed that the outage is likely to last more than fifteen minutes, or once the outage has lasted fifteen minutes, we will initiate closing procedures for safety reasons
- during hours of darkness, we will initiate closing procedures immediately for safety reasons

Closing/Evacuating:
- follow Evacuation procedures (p. 57)
- while the evacuation is taking place, designated Library staff will take flashlights and go to all areas of the Library to notify patrons and assist them in leaving the area. Check restrooms. (Some areas of the Library do not have emergency lighting; e.g. the study rooms on the first floor, the hallways and staff lounge on the second floor, Information Services.)
- anyone on an elevator when an outage occurs should remain calm and use the intercom or emergency button to get help
- when everyone is out of the Library, the front doors should be locked

Re-entering the Building:
- a member of LOC or the ERC will notify staff if and when they may re-enter the building
- when the power is back on, the building can be opened to staff

Opening the Library:
- staff should make sure all areas have lights on, and will power up all electronic equipment by re-setting surge protectors and turning on equipment
- once staff have verified that the building is safe for patrons, the Library will be re-opened, if still within the normal hours of operation for the day. The ERC should make an announcement on the overhead PA that the Library has re-opened, so that patrons who may be waiting in the corridor will know they can re-enter the Library.
- staff should trouble-shoot all equipment to make sure that the outage did not cause any failures in hardware or software. If any problems are found, Service Desk staff will place the appropriate calls for repair. Desk staff will check all public computers and print stations. If any PCS equipment requires service, Service Desk staff will place a service call to Printing & Copying Services at 924-3785.
- the Library's surveillance system may sound alarms when the power is interrupted, and may also issue alarms because patrons may exit through emergency doors. Once the power is back on, staff should be dispatched to check all emergency exits, and all alarms may be cancelled if the areas are in order. Staff should note on the clipboard which alarms were set off, the time, and the cause.

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- the air-handling systems may go off-line when a power outage occurs. Once the power is restored, the heat or air conditioning systems should return the temperature and humidity in the Library to a comfortable level within a relatively short period of time. If this does not occur, Administration will notify Facilities Management (924-2267), who will make whatever adjustments are necessary. If this occurs when Administration is closed, the ERC on duty at the time should call Systems Control at 982-4685.

Severe Storm

Event: *a winter storm or thunderstorm that prevents some staff reporting to work. The ice and snow of a winter storm may create adverse travel conditions, and may produce power outages in the vicinity of the Library and the surrounding areas. Thunderstorms may also produce travel difficulties in areas where trees have fallen, roads are flooded, and power lines are down.*

Response:
- The Library should be opened and closed on time, unless we are notified otherwise by LOC.
- follow instructions in the Communication section of this manual to find out whether hours have been changed if you are not notified personally
- the Library Service Desk staff is normally responsible for opening and closing procedures, and will have staff designated as essential for this purpose. However, if no one is available from the Service Desk staff, any Library staff member can open and close the Library by following the procedures contained in the Service Desk Quick Reference manual, shelved at the Service desk or the "Emergency Library Opening" in this manual (p. 6).
- Department heads and supervisors are responsible for ensuring that all regular patron services and staff needs are provided for as well as is possible, by coordinating scheduling and assignment of work to the staff that are available.
- If the severe storm is a violent thunderstorm, see procedures in this manual for the relevant situations: Power Outage, Flooding, and Tornado.

Shelter-In-Place Guidelines and Recommended Locations

In certain emergency/disaster situations evacuation will NOT be the appropriate immediate response. Evacuating the building during a contamination incident, an earthquake, a tornado, or an armed and dangerous person in the vicinity will actually place people in greater danger than if they were to stay inside and wait. The Shelter-In-Place procedure is designed to protect Library staff and patrons in these situations, or others as determined by LOC or the ERC on duty.

Where to take shelter:

Bio-hazard:
- as high up in the building as possible, and in a room without windows, if possible (e.g. Staff Lounge on the second floor)

Earthquake:
- underneath the nearest desk or sturdy table, away from anything that might fall over and away from windows and walls where things are hanging.

Tornado:
- as close to the center of the building and as low in the building as possible, away from windows and exterior doors as possible (**basement hallway** if time allows, if time is short, evacuate the book room and take shelter in the **east and west ends of the building away from windows**)

Active shooter/violent incident:

- rooms without windows or with windows covered (shades or blinds), and with doors that can be locked/unlocked from the inside wherever possible, everyone should silence cell phones and remain quiet

Emergency "safe" spaces:
Stairwells with fire doors are designated by the University and the safety/security community at large as **safe spaces** in emergencies. On each floor, there is a marked Exit into the stairwell at the southeast (Jordan Hall) corner of the building:
- *Second floor:* across the hall from the staff entrance
- *First floor:* down the hallway next to the Carter Classroom
- *Basement level:* at the end of the hall toward Jordan then to the right

All first responders, i.e. law enforcement, fire and rescue personnel, will automatically check the stairwells when responding to a call.

Procedure:

If the situation is urgent or life-threatening and time is of the essence:
- use the PA to announce the emergency and give appropriate directions
- try to assist patrons to safety, but do not endanger your own safety--the official first responders (fire, police, rescue) will deal with patrons who refuse to follow instructions
- go immediately to the closest appropriate shelter space

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If the situation is not life-threatening and time is available:

- close the Library and post the "Shelter in Place" sign on the outside of the front doors. The sign explains why we are closed, where we are, and how to contact us. The sign is located in the front pocket of the Disaster Plan binder at the Circulation desk.
- forward the Library Service Desk phone to the Staff Lounge phone at 982-5980 (press #9 then 2-5980).
- for a contamination incident or a tornado warning, use the PA to announce the incident and the shelter-in-place, and ask patrons to stay in the Library rather than leaving *(see procedures for Biological/Chemical Contamination and for Tornado)*
- ERC or Admin should call Facilities Management (924-2667) or Systems Control (982-4685) to request that they turn off all fans, heating and air conditioning systems in our building
- go to the appropriate shelter-in-place location (see above) and take your personal belongings (purses, laptops, cell phone, keys, ID, etc.) with you
- in the Lounge, for a contamination incident, use the ladder, the duct tape and plastic sheeting (needs to be heavier than plastic food wrap) to seal all cracks around the doors and any vents into the room. Use wet paper towels to seal the openings underneath the doors. All supplies are in or beside the black cabinet in the kitchen alcove (see below).
- use the telephone in the Lounge or a cell phone to notify emergency services (911) that we are in our shelter-in-place, including how many people and where we are
- monitor radio broadcasts or consult the internet (on the lounge computer or by iPhones) until we are told all is safe or we are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk.

Shelter-In-Place Supplies

The following supplies are stored the Library's Staff Lounge on the second floor. They should be reserved for use in emergencies, and any time they are used please notify the Project Assistant to arrange for replacement.

In the black cabinet adjacent to the kitchen:
- First aid kit
- Emergency radio/flashlight with self-charging battery
- Duct tape
- Paper towels
- Scissors

In the corner next to the black cabinet:
- Rolls of plastic sheeting
- Ladder for use in taping around ceiling vents and doors
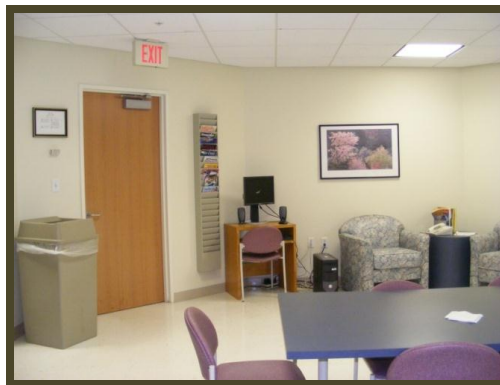
Ladder and supplies, staff lounge kitchen   *Staff lounge computer, telephone*

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Suspicious Behavior

Event: *a Library staff member observes or is notified about someone's behavior that appears suspicious, e.g. behavior that is erratic, inappropriate, or threatening.*

Response:
- notify the person at the Library Service Desk if you see anyone exhibiting suspicious behavior of any kind
- if you are working at the Service Desk and a patron reports another patron for suspicious or inappropriate behavior, notify the ERC on duty immediately
- the ERC will observe the person and determine whether the behavior is threatening to other patrons or staff, or if it is likely to become so
- the ERC may elect to call 911 immediately, or may elect to continue to observe the patron and then decide whether to call 911, based on the circumstances. If in doubt, call 911.
- if the police are called, the ERC must remain available to talk with them, giving a description of the person, the activity observed, and the time involved
- library staff should not endanger themselves by approaching a patron who is exhibiting inappropriate behavior. Law enforcement officers who respond to our call will make contact with the patron who has been reported and will resolve the situation.
- the ERC should complete and submit an incident report form

Suspicious/Unidentified Parcel, Package, or Bag

Event: *someone observes an unclaimed package, parcel, or bag inside the Library or in the hallway outside the Library.*

Response:
- if anyone notices a parcel that is suspicious for any reason, he/she should notify the person at the Library Service Desk, who should notify the ERC
- the ERC will decide whether or not to notify the authorities by calling 911
- if the police are called, the ERC and the person who noticed the object should make a full report to them, including times and any other details

Theft

Event: *a staff member or a patron reports an item has been stolen.*

Response:
- the person receiving the report of a theft should notify the ERC immediately
- the ERC will call the police at 911
- the person whose belongings were taken should stay with the ERC at the Library Service Desk to await the arrival of the police
- once the police arrive, the victim should make a full report of what was taken, where it was located when stolen, and what time the theft was noticed
- if the police need access to our surveillance recordings, refer them to Dan Wilson or to another member of LOC in Dan's absence for permission. We are not to allow patrons to view the surveillance recording.
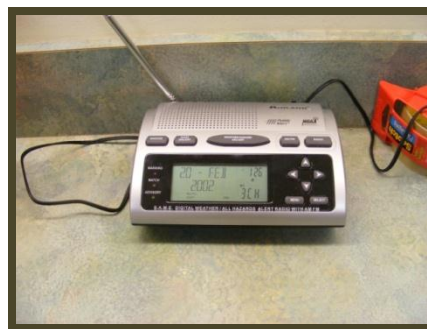
Tornado

Event: a rotating column of air at destructively high speeds, capable of producing major structural damage and loss of life.

Tornado WATCH: means **conditions are right** for a tornado. During a tornado watch, staff should be alert to weather conditions and tune into a weather reporting station.

Tornado WARNING: means that a tornado **has been sighted** within a 25-mile area. Tornado warnings normally are given 3 minutes to 15 minutes in advance of the tornado.

Response:

- the ERC should monitor weather reporting stations for announcements of tornado watches and warnings, during any time of unsettled or stormy weather. This occurs most often in Spring and Summer in our region, but can happen at any time of year.
- our NOAA All Hazards radio is in the bindery prep area behind the Library Service Desk (the only place where it receives a reliable signal). Whenever its alarm goes off, the ERC should be notified.

If a **tornado warning** is issued for the city of Charlottesville, the ERC should make the following announcement on the PA system:

 "Your attention please. A tornado warning has been posted for our immediate area. Please move away from windows and exterior doors at this time. Do not use elevators."

- if a tornado is sighted or reported in the vicinity of the Library, the ERC should immediately announce **tornado shelter-in-place procedures** (see following) over the PA, or, if power is off, staff should use the bullhorn (stored at the Circulation Supervisor's desk) to inform patrons and staff, directing them to the appropriate shelter-in-place location.

Announcement for tornado shelter-in-place:

"Your attention please: a tornado has been sighted in our area. We are initiating shelter-in-place procedures. Please move away from windows and exterior doors. Library staff are available to direct you to the safest locations."

The most important action in this event is to get people out of the second floor book room. If there is no time to get people downstairs, at least move everyone to the back of the book room (after hours study area) and away from windows.

- the best shelter from a tornado is **as low in the building and as close to the center as possible**. The best place to shelter from a tornado is the hallway and annex area of Historical Collections. If staff have time, they can use the stairway from the hall outside the staff entrance on the second floor to get to Historical Collections, thereby avoiding the lobby area.
- Options for tornado shelter-in-place locations in the library are:
    - **second floor lobby and staff work areas:** staff lounge/back hallway area on Jordan Hall end
    - **second floor for patrons and staff in the book room:** the after-hours study area on the McKim Hall end of the book room
    - **Cabell Room:** the hallway area near the restrooms and elevator
    - **first floor:** back hallway near the Tolleson Room
    - **basement level:** the hallway outside Historical Collections and their annex area
- if the tornado causes damage to the building, the ERC should initiate evacuation procedures once it's safe to leave the building.

If there is no tornado sighted or reported and the warning is lifted, the ERC should make the following announcement on the PA system:

"**Your attention please: the tornado warning has been lifted.**"

The ERC should continue to monitor the weather situation for further alerts until the storm system has passed and conditions are normal for the season.

REPORTING

All emergency responses must be reported to the ERC, either verbally (in person or by phone when the situation is urgent), or via email. Once an the emergency response has been made, a formal, written report must be made to the Associate Director of CMAS (Dan Wilson) as well as to the supervisor of the department involved.

A copy of the form to be used for the written report is in this binder, immediately following this page. Additional copies can be found at the Library Service Desk, and the electronic original is on the *S:Staff* drive of the Library server, in the *Disaster Plan* folder, entitled *Emergency Response Report Form.* Each report should include all applicable details, including date, time, details of the incident and names of people involved, the response, and any recovery efforts made.

The Emergency Response Coordinator is responsible for providing a report to members of the LOC as soon as possible after any incident.

Emergency Response Report

Fill out a copy of this form after each incident. Submit the completed form to the Associate Director of CMAS (Dan Wilson), to the Administrative Services Manager (Wilma Lynch), and to the Service Desk Supervisor. *For all sections, continue the information on the back of the form or attach another sheet of paper if more space is needed.*

Date of the incident: _____ Time: _____

Type of incident—include details of what happened: _____

_____

_____

_____

_____

The ERC on duty was (name of staff member): _____

Describe all actions taken by Library staff in response to the incident: _____

_____

_____

_____

Outside agencies notified (Fire/Rescue/Police, Facilities Management, etc.):

_____

_____

Describe all actions you know of that were taken by any outside agency in response to the incident:

_____

_____

Note any follow-up action that is required to the response, as well as any observations about what procedures were not effective or could be improved:

_____

_____

This form is submitted by: _____   _____
                                 (Print)   (Signature)

ADMINISTRATION OF RECOVERY PROCEDURES

After any emergency response, recovery measures will be taken by the following:

Recovery of Service Provision and Support Services:
The Library Operations Committee (LOC) will make strategic decisions about Library operations having to do with providing patron service and maintaining the necessary support functions, in the event of an emergency or disaster (see the Leadership Roles table in this manual). They will communicate with department heads and/or supervisors to arrange for changes in work, locations of workspaces, access to resources, etc.

In the event that the Library is damaged and not habitable, the LOC will devise plans for less than thirty days and more than thirty days. Possible service sites for a satellite reference desk might include: Jordan Hall Conference Center, McKim Hall, West Complex, and/or the Science/Engineering Library. Designated staff will be assigned off-site work spaces.

Recovery of Library Collections:
The LOC will evaluate the need and feasibility to pull selected collection materials out of the building and re-locate them elsewhere at the University. (See the *Collection Preservation* section of the **Appendix** of this manual for lists of core materials.)

We have an agreement with the University Library's Preservation department to assist us in the event of damage to our collections. Their procedures are available from their website at http://www.lib.virginia.edu/preservation/disaster/index.html

If library materials are damaged or could potentially be damaged, notify [name], Preservation Librarian for the University Libraries (work: [phone number]; cell: [phone number]. [Preservationist] will coordinate the disaster recovery response with the Quick Response Team from the University Library system and advise HSL management in collection salvage and recovery procedures by our staff.

In addition, our library has established an informal relationship with Belfor USA, a commercial salvage and recovery company with an office in Richmond. Our contact person there is **Keats Wade**, contact info:
> (804) 342-7444 (office)
> **(804) 342-7443 (cell)**
> keats.wade@us.belfor.com

Recovery of the Facility and Equipment:
The Library's Administrative Services staff will arrange for recovery of all matters relating to the Library facilities, including the building itself and all utilities it provides (air handling, electricity, elevators, etc.), and the furnishings in the Library.

The Library's Associate Director for LTSD will coordinate repair/replacement of all computers and computer-related equipment.

APPENDIX

LOCATIONS OF FIRE ALARMS AND EXTINGUISHERS

**Second Floor—Main Lobby, Library staff offices,
Book room, After Hours Study areas**

Green squares=Alarm boxes
Red circles=Fire extinguishers

Revised August 2010
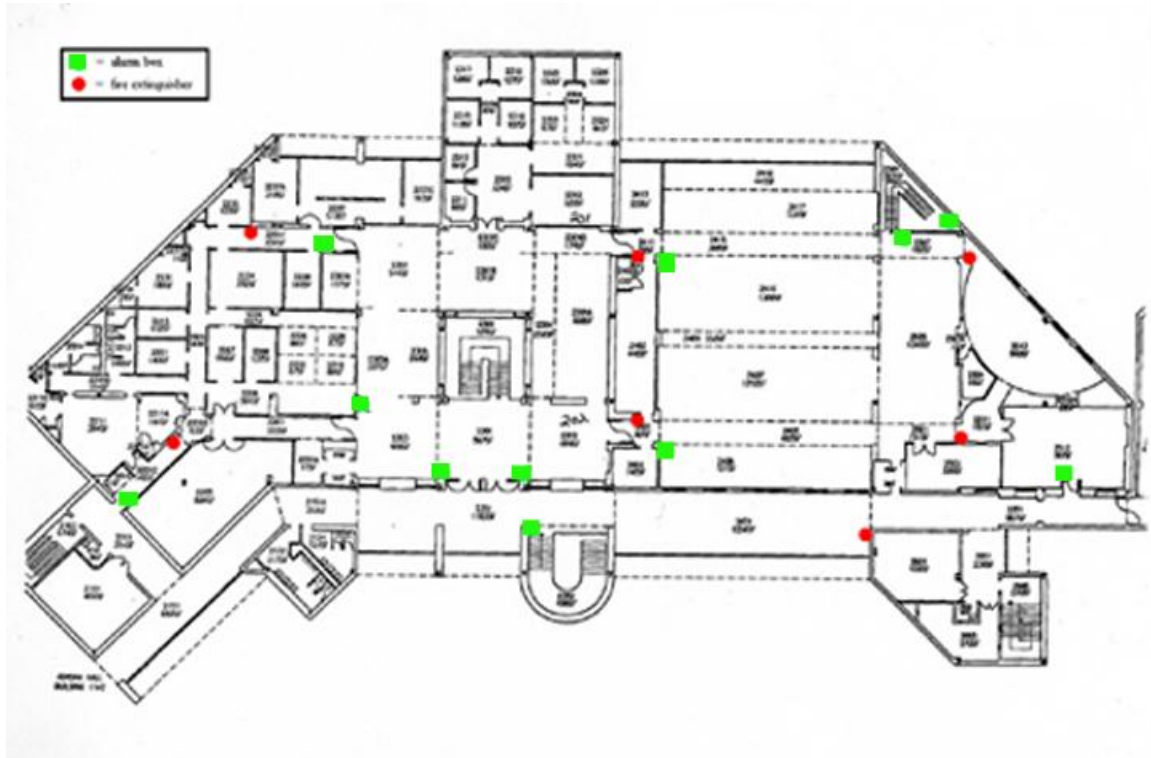
First Floor—Computer Lab, Group Study Rooms,
Classrooms, Med Ed

HEALTH SCIENCES LIBRARY –
FIRST FLOOR
02/15/2002
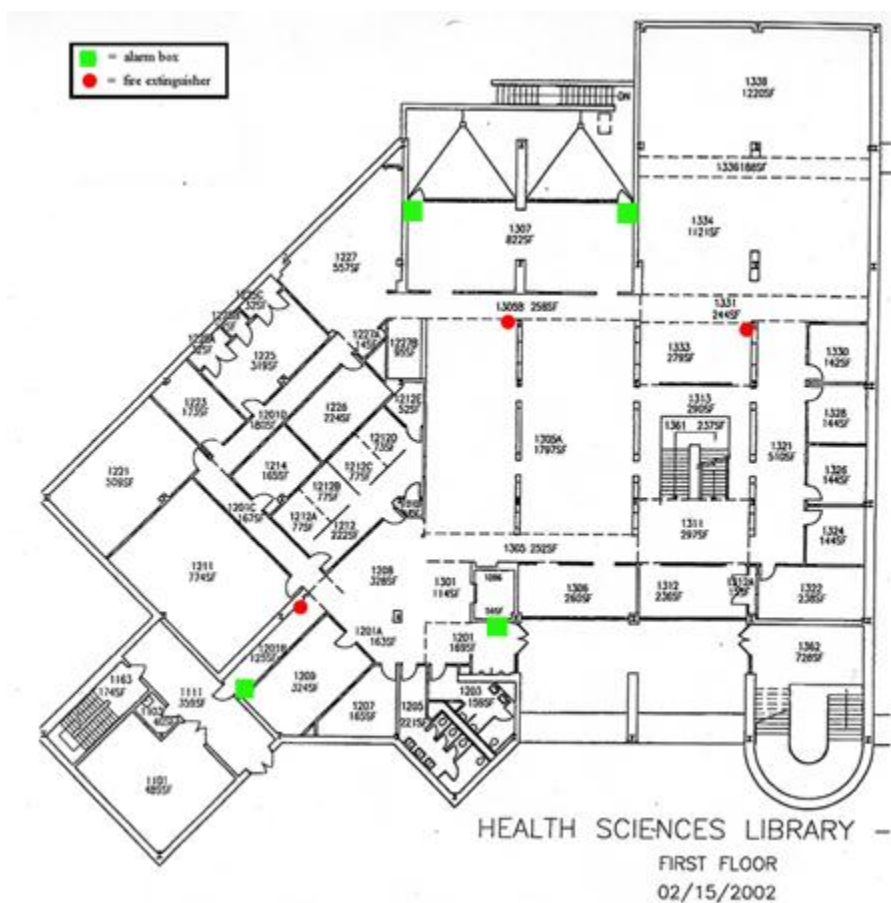
Green squares=Alarm boxes
Red circles=Fire extinguishers

Basement Level—Historical Collections
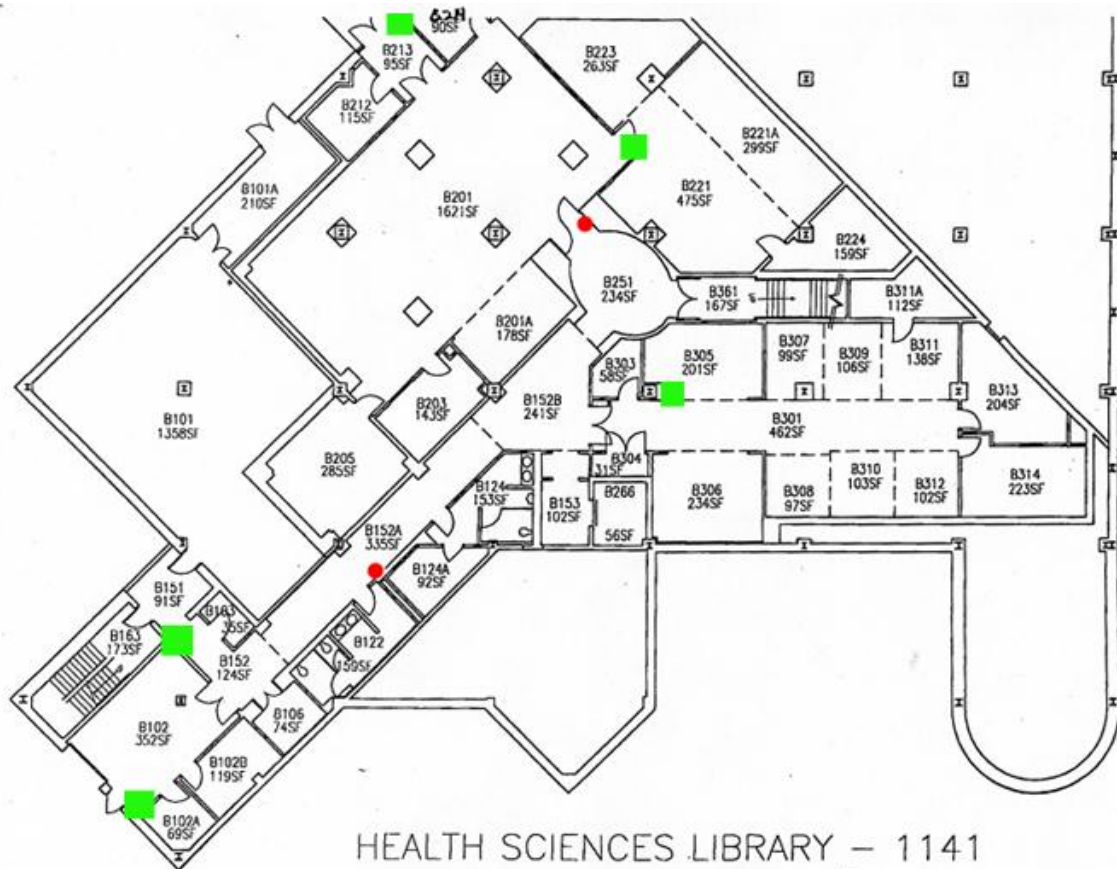
HEALTH SCIENCES LIBRARY – 1141
BASEMENT FLOOR
02/15/2002

Green squares=Alarm boxes
Red circles=Fire extinguishers

Cabell Room (First Floor, West End)—Journal room
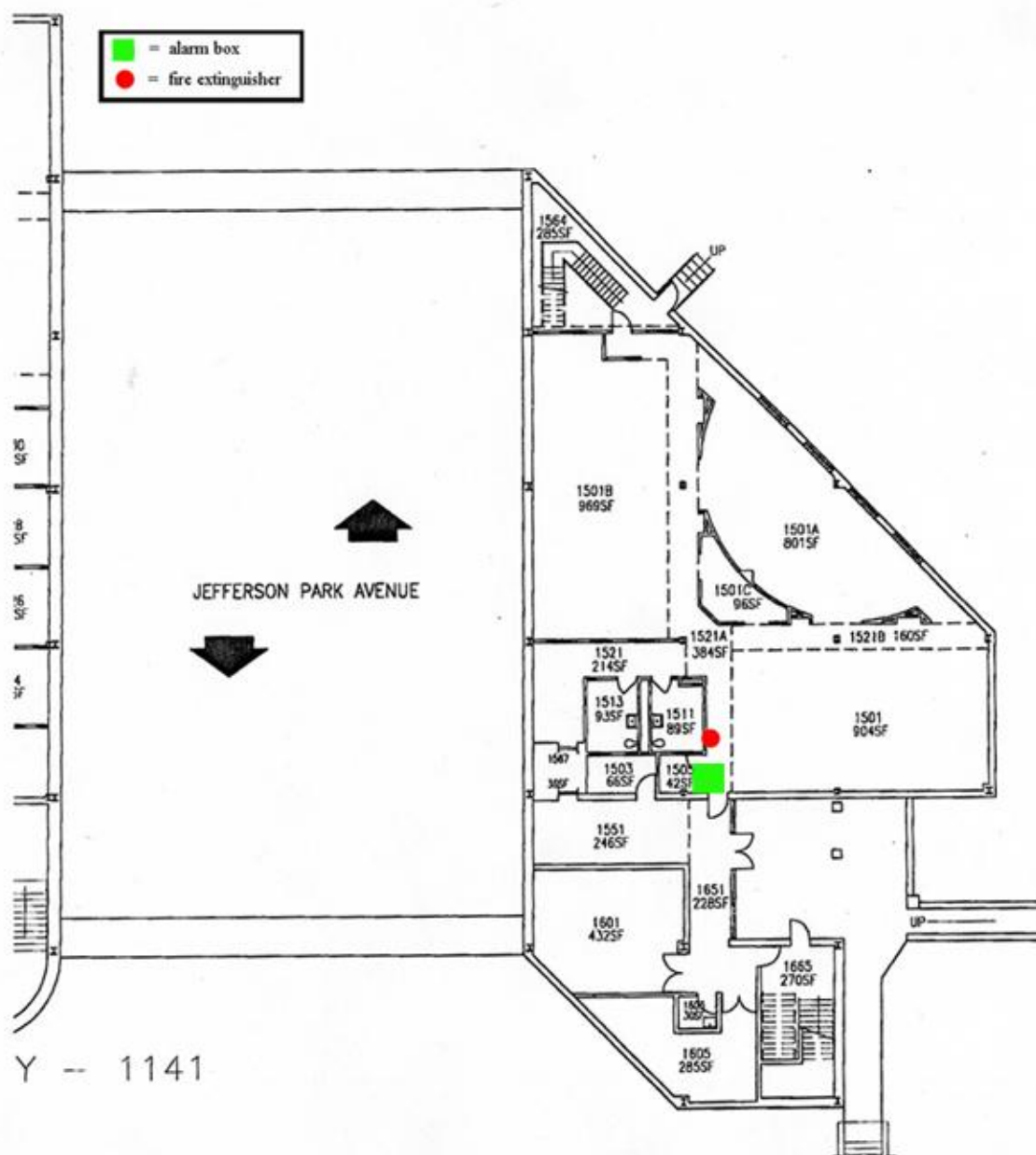
Library Floorplans—Re-assigned Space 2008

Main Level

down to
Cabell Room

CareCast
Computer

Reserve Books

Reserve Books

Reference Books

Library Service Desk

PCs

printer

cav advantage

down to
computer lab
and classrooms

Media
Studio

elevator

Main Entrance

Bathrooms
Down the Hall

Books

Study Room Books

PCs

PCs

photocopier / printer

24 hr
access door

Journals

Cabell
Room

copier

Journals

First Floor

Tolleson Classroom

PCs

Medical Education Offices

1337

1336

1335

1334

1333

1332

1331

1330

1329

Group Study Rooms

1328

1326

1324

PCs

PCs

1226

Printers

PCs

PCs

Carter Classroom

PCs

Elevator

Men's Bathroom

Women's Bathroom

COLLECTION SALVAGE AND RECOVERY

Collection Recovery Salvage Priority List

Collection	Location	Contact
Historical Collections (Rare materials)	Historical Collections Department, Basement Level of HSL	**Joan Klein**, Assistant Director & Curator (W) 434 / 924-0052 (H) phone number
Kerr-White Collection (Rare)	2nd floor, Book Room, Detmer Room (Rm. 2502)	**Joan Klein**, Assistant Director & Curator (W) 434 / 924-0052 (H) phone number
Reserve Collection (Permanent & Class)	2nd floor, Main Lobby, south wall (between door to Administration and door into Book Room)	**Dan Wilson**, Associate Director/CMAS (W) 434 / 924-0193 (H) phone number
Reference Collection	2nd floor, Main Lobby, shelving that surrounds the central stairwell	**Andrea Horne**, Associate Director/Information Services (W) 434 / 924-9985 (H) phone number
Journal Collection, 1964-Current	Cabell Room	**Dan Wilson**, Associate Director/CMAS (W) 434 / 924-0193 (H) phone number
Book Collection (Monographs and AVs)	2nd floor, west of lobby, east of After Hours study area	**Dan Wilson**, Associate Director/CMAS (W) 434 / 924-0193 (H) phone number
CD/DVD Collections	Library Service Desk cabinets	**Dan Wilson**, Associate Director/CMAS (W) 434 / 924-0193 (H) phone number
Patient & Family Health Collection	2nd floor, Main Lobby, alcove adjacent to Library Service Desk	**Dan Wilson**, Associate Director/CMAS (W) 434 / 924-0193 (H) phone number

Photo Documentation of the Collections

Historical Collections, Moll Room:

Historical Collections, Rawles Room:
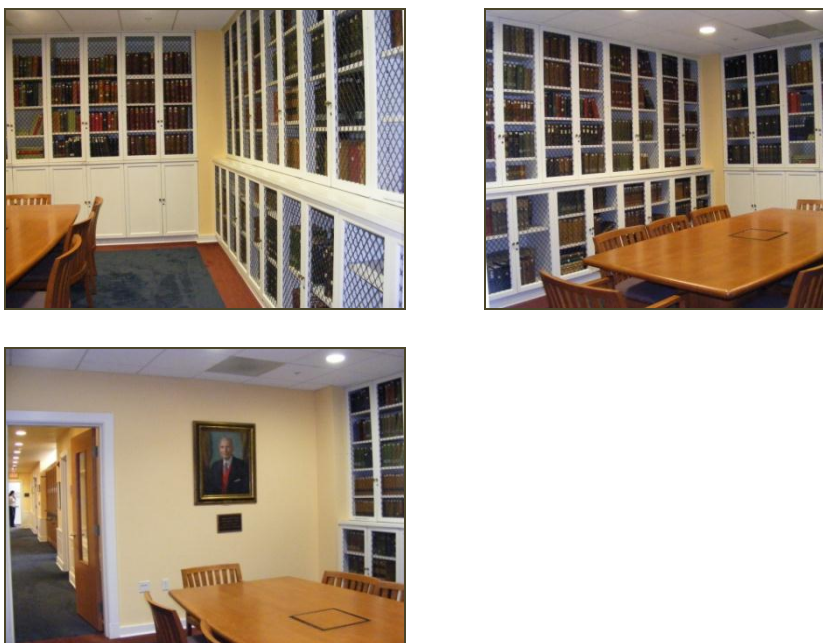
Kerr White Collection, Detmer Room (2nd Floor, Book Room)
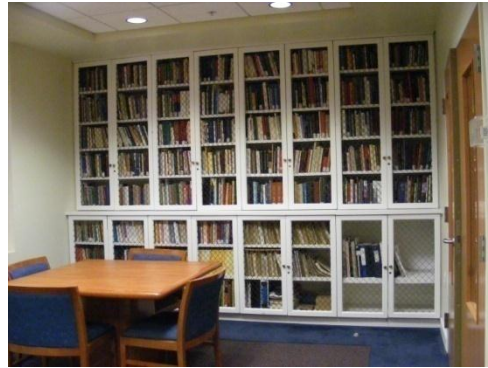
Reserve Collection (Lobby, south wall)

Reference Collection (Lobby, stairwell shelving)

Journals, 1964 to Current—Cabell Room

Monograph Collection—2nd Floor, Book Room

Patient & Family Health Collection—Lobby, 2nd Floor

Core Print Journal Titles

Effective January 2010

AMERICAN JOURNAL OF GASTROENTEROLOGY
AMERICAN JOURNAL OF KIDNEY DISEASES
AMERICAN JOURNAL OF PSYCHIATRY
ANESTHESIOLOGY
ANNALS OF EMERGENCY MEDICINE
ARCHIVES OF INTERNAL MEDICINE
BMJ – BRITISH MEDICAL JOURNAL
CLINICAL INFECTIOUS DISEASES
CMAJ – CANADIAN MEDICAL ASSOCIATION JOURNAL
CRITICAL CARE MEDICINE
ENDOCRINOLOGY
JAMA : JOURNAL OF THE AMERICAN MEDICAL ASSOCIATION
JOURNAL OF BIOLOGICAL CHEMISTRY
JOURNAL OF CLINICAL ENDOCRINOLOGY & METABOLISM
JOURNAL OF INFECTIOUS DISEASES
JOURNAL OF NEUROSURGERY
JOURNAL OF THE AMERICAN COLLEGE OF CARDIOLOGY
JOURNAL OF TRAUMA INJURY INFECTION AND CRITICAL CARE
JOURNAL OF UROLOGY
LANCET
NATURE
NEUROLOGY
NEJM – NEW ENGLAND JOURNAL OF MEDICINE
NURSING
ONCOGENE
PEDIATRICS
PLASTIC AND RECONSTRUCTIVE SURGERY
RN
SPINE

Floorplan for Core Book Titles in the Health Sciences

All core titles are shelved in the Lobby of the Library's second floor:

1. **Reserve Collection:** on the shelves along the south wall (opposite end from the main entrance)
2. **Reference Collection:** on the shelves in the alcove adjacent to the Service Desk

SECOND FLOOR
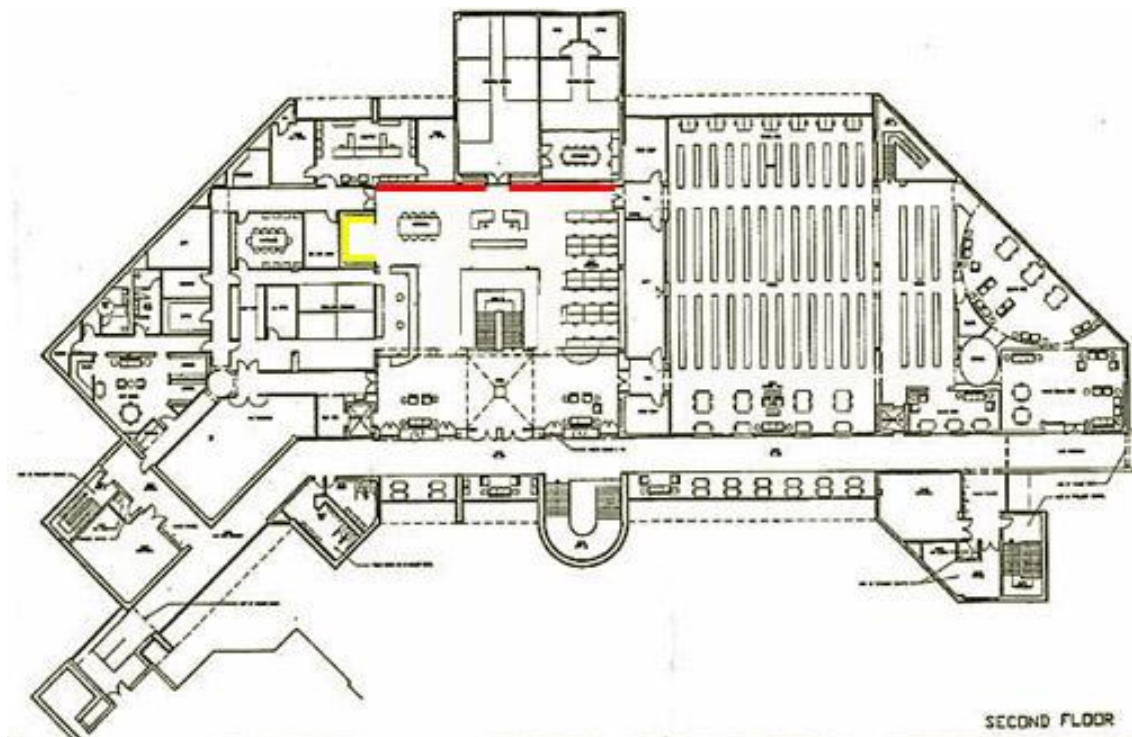
Salvage Procedures and Information

If materials or equipment belonging to the Library are damaged, the first call should be to Dan Wilson (924-0193 office, phone number home, phone number mobile).

Dan will notify [name], Head of Preservation for the University Library system, contact info: work: [phone number]; cell: [phone number] and will coordinate the organizing and implementing of a salvage operation.

If the damage involves materials belonging to Historical Collections, Dan will confer with Joan Klein, and LOC will be notified. Procedures for notification and salvaging priority information for Historical Collections are contained in the Historical Collections information section of Departmental Procedures in the Appendix.

If staff are directed to begin basic procedures to begin salvage of wet materials, see the document following this page: *"Emergency Do's and Don'ts for Water Damaged Materials."* Supplies for salvaging wet books are stored both in Historical Collections (for materials on the basement level) and on the second floor in the room where the staff copier is located, as specified in the *Disaster Supplies Inventory* in this manual.

If the LOC determines that a call to a professional salvage company is necessary, Dan Wilson or his designee will contact the Richmond, VA office of **Belfor, USA**. Our contact person there is **Keats Wade**, contact info:

> (804) 342-7444 (office)
> **(804) 342-7443 (cell)**
> keats.wade@us.belfor.com

For further information about salvage resources and contacts, see the NN/LM Emergency Preparedness & Response Toolkit at http://nnlm.gov/ep. To have our DocLine lending re-directed, call NN/LM at 1 (800) 338-7657.

Emergency "Do's" and "Don'ts" for Water Damaged Materials from ProText

Emergency DO's & DON'Ts
for Water Damaged Materials

Advance planning and training are essential, in order to react quickly in the event of a disaster. In addition, here are a few useful reminders when dealing with both small recurring problems, like water leaks, or the first stages of assessment and stabilization of a disaster situation.

DO!
DO LIMIT DAMAGE
Shut off source of water if possible.
Shield books and papers from source of water. *If pouring from above,* cover stacks with plastic sheeting or move materials to another location. *If flooding from below,* make a dam barrier (with sandbags if available, not with books); move materials higher on shelves or move off shelves to another location.
DO GET HELP
Call Facilities to help. Activate the Disaster Response Team.
DO CONTROL TEMPERATURE AND HUMIDITY IN AREA
Turn off heat, circulate air, use fans, dehumidifiers, outside air, air conditioning. Remove water; use water vacuum, mop, squeegee. Or have this done.
DO ASSESS DAMAGE AND PLAN RECOVERY
If there is time, check value of water damaged books and papers, and salvage those worth saving. Note any materials being discarded to facilitate later withdrawal or replacement decisions. Call conservator about 15th -18th century books, and about all leather, vellum or parchment bindings. Consider separating: (1) damp or only wet-around-the-edges materials to be air dried, from (2) fully soaked and coated-paper materials that should be frozen and vacuum freeze dried.
DO BEGIN RECOVERY
Freeze or dry within 48 hours, coated paper within 6 hours. Air drying, the oldest and most common method of dealing with wet materials, is most suitable for small numbers of damp or slightly wet books and documents. While it requires no special equipment, it is an extremely labor-intensive, tedious process that requires skill and patience. As well, the process can occupy a great deal of space, and it is seldom successful for coated paper books. Furthermore, it can result in badly distorted bindings and textblocks. So, contact conservators for advice/assistance or carefully study guidelines suggested by preservation experts before beginning. Or freeze materials while awaiting a later drying decision.
DO PACK WET BOOKS FOR TRANSPORT TO FREEZERS
Packing DO's & DON'Ts provide tips on how to fill and handle boxes.

DON'T! DON'T!
Don't stack books or papers in piles on the floor.
Don't open wet books, exposing wet paper that tears easily.
Don't press wet books or papers.
Don't rub surfaces of paper or books, even if soiled (mud can be brushed off when dry).
Don't remove book covers, or remove folders. Don't disturb wet file boxes, prints, drawings or photographic single sheets.
Don't separate pages or single sheets of paper unless supported by polyester film or fabric.
Don't attempt to write on wet paper or books.
Don't use bleaches, detergents, water-soluble fungicides on books or paper.
Don't use staples, paper or bulldog clips, adhesive tape or adhesives of any kind on wet paper.
Don't use colored blotting paper or colored paper of any kind to dry books or other documents.

Packing DO's and DON'Ts

DO!

DO PACK BOOKS TO MINIMIZE STICKING, DISTORTION AND SWELLING

When possible, maintain order and proper sequence. Give priority to 19th and early 20th century leather bindings, and to coated paper. Place waxed/freezer paper or deli wrap between books to prevent sticking. To help keep the textblocks from separating from or distorting the covers, place books one at a time, in either of two ways: flat reversing spines, as shown in *Figure A*, or spine down in a single layer, as shown in *Figure B*. Support each book firmly on either side to prevent further swelling. To minimize warping, pack books next to others of similar size. Pack boxes tightly enough to reduce shifting, but do not crush. Books will emerge from freezing in pretty much the same condition as they went in.
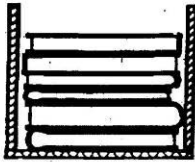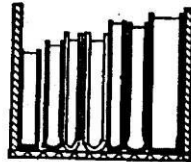
Figure A   *Figure B*

DO PACK MATERIALS TO PROVIDE SUPPORT AND MINIMIZE SHIFTING

Records that are stored in boxes may be frozen, box and all, if box is still strong. It is also possible, in the interest of saving handling and reducing identification problems, to freeze entire file drawers removed from cabinets (however this can pose a problem of weight). If folders are to be packed in boxes, tilt the box or lay the box on its side so that the folders don't need to be supported as they are loaded, as shown in *Figure C*. Interleave folders every two inches with waxed/freezer paper or deli wrap. Loose documents, or those that have become separated from their folders may be piled flat in boxes. Fill the space between piles of documents and the sides of the box loosely with crumpled paper towels or other absorbent non-printed paper to prevent the contents shifting when boxes are moved, as shown in *Figure D*.
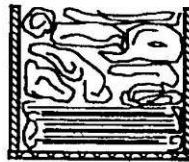
Figure C   *Figure D*

DO PREPARE TO TRANSPORT BOXES

Keep coated paper wet, by lining boxes with garbage bags, then freeze as soon as possible. Label boxes. Keep an inventory by box and location of boxed and frozen materials. If boxes are piled on top of one another, stack neatly and straight, with corners aligned.

AFTER FREEZING, DO ARRANGE FOR DRYING

DON'T!   DON'T!

Don't pack books with spine up (bindings will sag and textblocks will pull out of bindings).
Don't pack with unequal sizes side-by-side (smaller ones won't adequately support larger ones).
Don't pack a second layer of books on top of spine-down books (creates too much weight for books on bottom and provides inadequate support for books on top).
Don't pack books or papers with too much space at the bottom (will allow shifting).
Don't haphazardly stack or cross-stack boxes that are filled (risks toppling or crushing boxes).

Disaster Supplies Inventory

*Indicates an item we don't own, but can obtain from Facilities Management or Housekeeping

Equipment	Location	Unit/Size	Quantity
Barricade tape	Bindery Prep	25 ft	1
Batteries	Bindery Prep	D cell	8
Book trucks	Service Desk, TSD, storage	Small Large	8 5
Boots, disposable	Bindery Prep	S/L	2
Brooms*			
Buckets*	Housekeeping Closet		0
Disinfectant	Supply Rm, Bindery Prep	Large cans	8
Extension cords			0
Fans*			
First Aid Kits	Staff Lounge, black cabinet Bindery Prep		1 1
Flashlights (battery operated)	Service Desk	Small Large	1 1
Flashlights (rechargeable)	Info Services staff area, staff lounge		One flashlight in each area
Gloves, latex	Supply Rm Bindery Prep	1 size M/L	5 pr 2 pr
Ladders*	Kitchen		1
Masks, dust	Supply Rm Bindery Prep		9 2
Mops*	Housekeeping Closet		
Plastic garbage bags	Bindery Prep	Large, thin	10+
Paper towels	Bindery Prep Staff kitchen (2nd)	White, C-fold White	1500 10+ rolls
Water-absorbent "socks" and mats	Bindery Prep Historical Collections	(From "New Pig")	
Plastic sheeting	Staff kitchen (2nd) AV Equip/staff copier room, 2nd floor	12 ft. wide rolls 12 ft. wide rolls	3 unopened 2 partial
Sponges	Bindery Prep	Large, cellulose	9-10
Tape, plastic	Bindery Prep Supply Rm	3" 3", 4"	11 7
Tape dispenser	Service Desk area or Bindery Prep	For wide, vinyl tape	1
Vacuum (wet/dry)*			

Revised August 2010

Waxed paper	Bindery Prep		6 rolls
Masking tape	Bindery Prep	1"	10 rolls
Duct tape	Bindery Prep, Staff Kitchen (2nd) Supply Rm	2 ½" 2 ½"	1 roll 1 roll
Scissors	Bindery Prep, Staff kitchen (2nd)		1 pr
Emergency radio	Staff kitchen (2nd)		
Rescubes and/or Plastic crates	**2nd floor**: Bindery Prep/Rescube **2nd floor:** Bindery prep shelves **Ground floor**: loading dock area*	*Supplies are unpacked onto the disaster supply cart—belongs to Historical Collections	1 1 1
Cleaning solution	Supply Rm	409 cleaner	½ gal.

EMERGENCY PROCEDURES BY DEPARTMENT

ADMINISTRATION

HSL Vendors

Atlas	Illiad	1-800-567-7401
Cavalier Computers	Ron Stevenson Jeff Bunts	924-4600 982-2156
Charlottesville Office Machine	Library printer repairs	296-7419
Ebsco	Account Manager	800-633-4604 x9635 mfsmith@ebsco.com
Essential Evidence+	Erika Schweitzer	*See* Wiley-Blackwell
MDConsult	Garret Meyer	Regional Account Manager g.meyer@Elsevier.com (919)662-1801 office (919)749-5700 cell (919)827-8913 fax
Micromedex	Pharmacy Derek Stone	982-3738 MPC3U@virginia.edu Web Center 4-5606– updates the database
Nature Publishing	Sales Technical support	John Moore (800) 221-2123 ex 2640 Fax: 646-563-7074 j.moore@natureny.com 888-331-6288 institutions@natureny.com
Newspapers: *Media General Ops* *Daily Progress* *Central Va News* *Washington Post*	Richmond Times Daily Progress Wall Street Journal New York Times USA Today Washington Post	804-644-4181 978-7201 (Acct# 490745) 293-2500 1-800-477-4679 (Acct#25525361)
Online Journals (EBSCO Subscription Services)	Lisa Devine	Customer Service Specialist EBSCO Information Services ldevine@ebsco.com Tele. #205-980-2745 Fax # 205-995-1613 www.ebsco.com
Ovid	Doug Dieter	Sr. Field Sales Representative Raleigh, NC **919-452-9417 tel** 919-882-8244 fax Ovid Technologies **douglas.dieter@wolterskluwer.com**
Rittenhouse	Account Mgr. – Books & Standing Orders	800-345-6425 x114 wendy.bahnsen@rittenhouse.com 800-345-6425 x328 kirsten.cline@rittenhouse
Science Direct	Doug Morton	Associate Account Manager │ Elsevier 360 Park Avenue South, New York, NY 10010

		Office: 212.633.3839
		Fax: 212.633.3880
		Mobile: 646.853.2248
		douglas.morton@elsevier.com
Stat-Ref	Account Manager Sales	800-901-5494 x134 800-901-5494 gjoyner@statref.com
Supply Room		979-3392
UCONN	EFTS	1-866-561-5045
UpToDate	Customer service Account Manager	800-998-6374 Customer ID #112278 (institute) 781-416-3244 Product ID# EF2003657 Customer ID# E.Ford 2003657 (standalone)
Vernon Technology Solutions	For computer rentals	540-368-5553
VIVA (Virtual Library of Va)	Kathy Perry, Director	kperry@gmu.edu MSN 2 Floor, GMU, Fairfax, VA 22030-4444
Web of Science	Account Manager Technical support	800-336-4474 x1348 800-336-4474 x1591 help@isinet.com
Wiley-Blackwell		Erika R. Schweitzer Senior Account Manager Wiley-Blackwell John Wiley & Sons, Inc. 111 River Street Hoboken, NJ 07030 eschweitzer@wiley.com Ph: 610/ 789-4410

Impact Analysis Form
Unit: Health Sciences Library

Application / Function / System	Purpose of Application / Function / System	Primary Contact Person	Phone	Critical Classification **
Utilities (water/electricity)	Continuity of services and safety of patrons & staff	Wilma Lynch	2-3605	Essential
Communications (phone)	To contact emergency assistance and staff; order supplies	Wilma Lynch	2-3605	Essential
Online databases	Access to online databases to search literature.	Inhye Son	4-0057	Essential
Online Journals	Access to online journals to access full-text materials	Jonathan Lord	4-0059	Essential
Proxy Server	Off-site access to Library resources	Inhye Son	4-0057	Essential
UVa Anywhere	Off-site access to Library resources	Inhye Son	4-0057	Essential
Virgo	Library catalog - print and electronic resource lookup – Unix server	Bart Ragon	3-6058	Essential
Robley	Staff/public file and application server	Bart Ragon	3-6058	Essential
Network access	Access to local on non-local information resources	Bart Ragon	3-6058	Essential
Eservices	Authentication for library computers (access to Catherine)	Bart Ragon	3-6058	Essential
Reference Services	Facilitate access to quality health information through mediated searching	Andrea Horne	4-9985	Essential
Interlibrary Loan	Systems (Docline & OCLC) used for obtaining materials from other libraries or sources.	Dan Wilson	4-0193	Essential
Materials	Patron access to onsite materials, including books, journals, A/Vs, and equipment.	Dan Wilson	4-0193	Essential
Sort Mail	Process incoming new journals and staff mail	Wilma Lynch	2-3605	Essential
Illiad	NT Server running document delivery management software	Bart Ragon	3-6058	Necessary
Public Computing	Reference computers for accessing information; LRC computers for accessing information and educational endeavors	Bart Ragon Ellen Ramsey	3-6058 4-9962	Necessary
Computer application support	Assist patrons with computer applications in the LRC	Ellen Ramsey	4-9962	Necessary
Circulation	System (Sirsi) used for circulating materials owned by Library.	Dan Wilson	4-0193	Necessary
Study Space	Patron access to tables and carrels	Dan Wilson	4-0193	Necessary

	used for research and study.			
Printers and Copiers	Patron access to printers and copiers.	Dan Wilson	4-0193	Necessary
Serials Check-in	System (Sirsi) used for checking in print journals.	Dan Wilson	4-0193	Necessary
Accounts Payable	Allow payments to vendors	Wilma Lynch	2-3605	Necessary
Payroll	Process timesheets	Wilma Lynch	2-3605	Necessary
Human Resources	Set up new employees, view job applications, process salary adjustments	Wilma Lynch	2-3605	Necessary
Purchasing	Provide supplies for staff & patron needs and receive deliveries	Wilma Lynch	2-3605	Necessary
Media Studio Services	Ability to edit digital video and perform scanning of slides	Ellen Ramsey	4-9962	Desirable
Pay 4 Print	Pay-for-print system for public printers	Bart Ragon	3-6058	Desirable
Cavalier Advantage	Required to pay for printing and copying	Business Operations	2-5166	Desirable
OCLC	Cataloging assistance and document delivery	Nadine Ellero	4-9998	Desirable
Education Services	Provide teaching on use of library resources	Andrea Horne	4-9985	Desirable
Liaison Services	Provide on-site assistance with library resources and applications	Andrea Horne	4-9985	Desirable
Budget	Summary Budget spreadsheet	Wilma Lynch	2-3605	Desirable
Facilities Maintenance (including elevators)	Continuity of services and safety of patrons & staff.	Wilma Lynch	2-3605	Desirable
Key Database & Inventory	Building access	Wilma Lynch	2-3605	Desirable
Staff Database	Maintains data on all staff	Wilma Lynch	2-3605	Desirable
Accounts Receivable	Billing of services to other libraries and receipt of payments from other libraries	Wilma Lynch	2-3605	Desirable
Account Reconciliation	Provide reports to dept. heads and PI's.	Wilma Lynch	2-3605	Desirable
Acquisitions	Vendor systems (EBSCO/Rittenhouse) used for obtaining purchased print materials, primarily books and journals.	Dan Wilson	4-0193	Desirable
On Grounds Delivery (LEO)	Access to materials housed at other UVA libraries.	Dan Wilson	4-0193	Desirable
Bibliographic Control	System (Sirsi) used for cataloging/classifying library materials.	Nadine Ellero	4-0193	Desirable

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Additional Administration Information

Detailed building plans for the Library are held by Facilities Management at the Health System. The architect's building plans are stored in the kitchen near Administration. Floor plans detailing the locations of fire alarms and fire extinguishers in the Library are in the first section of the Appendix of this manual.

Accounting procedures for the Library are processed through the Oracle system. Wilma Lynch and Ann Carter have access to Oracle.

Insurance-related and Accounting contacts are listed in the UVa/HS contacts lists in the Communications section of the Disaster Manual.

Data for Insuring Library Property

Insurance information is confidential. A copy of the insurance data will be kept in the Emergency Preparedness & Response Plan binders maintained by the Administrative Services Manager (one copy on-site, one copy off-site).

DOCUMENT DELIVERY

Our Document Delivery/Interlibrary Loan department is staffed by two full time employees. In the event of bad weather, damage to the building by a disaster, or an epidemic, it is possible that neither person will be able to get to the library to process requests.

The ILL supervisor can access ILLiad and DocLine from her home and can process emergency requests (patient care, etc.) from there if necessary, and if the Doc Del workstations at the Library are powered up and logged in.

Off-site backup is available from [name of library and contact information]. This procedure will work only when our Doc Del computers are powered up and logged in.

Document Delivery Essential Services

1. Password Reset in ILLiad

If a patron calls and cannot remember his/her password, proceed as follows:

1) open ILLiad, type in [**username]** for username and [**password]** for password
2) you need to be at the Main Menu of Borrowing (check the blue bar at the top of the box, if you are not in the correct location click on **File** and go to **Borrow**
3) from the tool bar click on **Edit** and then **Edit Customer**
4) type in the patron's user name, double click on the appropriate patron record located to the right of the page; the customer information will open at the bottom of the page
5) click on **Reset Password to [generic password]**, and this will reset the password to "[generic password]." Inform the patron of the existing password and that they need to change it when they log in to their account

2. Sending a Fax for Patient Care Request to Users Outside UVA

1) Complete a cover sheet for the document being faxed (ILL request is sufficient)
2) Place document that is being faxed face up on the document feeder on top of the machine. The viewing panel will read "Doc Ready".
3) Pick up the handset. Dial 8, your FAC number, 1 and the area code and number you are dialing. (Note: If you do not have a FAC number use [DocDel FAC number] and inform the Document Delivery Supervisor that you have used this number).
4) When the call is connected you will hear a high-pitched tone. At this point, press the green square button on the front panel. This will connect the fax. Hang up the handset. The document will automatically be transmitted. When the transmission is complete you will hear a beep. Remove the document and place on the desk of the document delivery supervisor with a note explaining the details.

3. Patient Care Requests Received via Phone for UVA Health System Affiliates

1) Search Virgo to determine if the title is held here at the Health Sciences Library, if we do own the title, pull the volume, copy the pages needed, and notify the user that the article is available. Inform the user that document delivery staff will contact them concerning the charges if applicable.

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2) If we do not own the title, search WorldCat to determine a library that does own it.   To search this database, type in the title of the journal/book that you need and click **Search**. Once you locate the title, click on "libraries worldwide", this will give you the libraries that own this title. To the right of the page search for a library that has the volume/year that you need.

3) Once you have located a library that has holdings for the title needed, call the library. To locate the telephone number go to ILLiad, click on **Maintenance** on the status bar, then click **Edit addresses** (note this can be done in the Lending, Borrowing or Document Delivery queue). Type in the name of the owning library, and double click on the appropriate library to the right of the ILLiad screen. The library's general information will be at the bottom of the screen.   If you cannot locate a phone number in ILLiad, search the internet. Once you make contact with the library, explain the circumstances of your request asking them if they could assist you in obtaining the article/book. Inform them that the document delivery staff will contact them at a later date concerning the required documentation and the billing for the requested item.

4.   Patient Care Requests Received via ILLiad for UVA Health System Affiliates

1) To determine if we have received any Patient Care requests from UVA Health System affiliates in ILLiad, open ILLiad, click on **File** and go to **Borrowing**. Check the **Status** of all requests to see if there is a queue that says **"Awaiting Patient Care Processing"**. If so, double click on the request to open.

2) Search Virgo to determine if the title is held here at the Health Sciences Library, If we do own the title and volume, pull the volume, copy the requested pages, and notify the user that the article is available. Inform the user that document delivery staff will contact them concerning the charges if applicable.

3) If we do not own the title, search WorldCat to determine a library that does own it. To search this database, type in the title of the journal/book that you need and click **Search**. Once you locate the title click on "libraries worldwide." This will give you the libraries that own this title. To the right of the page search for a library that has the volume/year that you need.

4) Once you have located a library that has holdings for the title needed, call the library. To locate the telephone number, go to ILLiad, **Lending**, then click on **Maintenance** then **Edit Addresses**. Type in the library name and double click on the appropriate library to the right of the ILLiad screen. The library's general information will be at the bottom of the screen. If you cannot locate a phone number in ILLiad, search the internet. Once you make contact with the library, explain the circumstances of your request asking them if they could assist you in obtaining the article/book. Inform them that the document delivery staff will contact them at a later date concerning the required documentation and the billing for the requested item.

5.   To Determine if Requests Have Been Received via Fax, Ariel or Mail

Occasionally a patron will come to the Library to see if we have received an article they need immediately, even though they have not received notification. Options are as follows:

1) First, check the fax machine to see if we have received a request. Check the cover sheet to determine if it is for the correct user. If it is indeed the article in question, give the article to the user and inform him/her that the Document Delivery staff will contact them concerning the charges if applicable.

2) Another option is to check the Document Delivery mailbox to see if the article has arrived. If so, give the article to the user and inform him/her that the Document Delivery staff will contact them concerning the charges if applicable.

   3)   Also check the Ariel workstation in Document Delivery.

  4)   Ariel should be open at all times, but if it is not, click on **Ariel** from the desktop. From the Ariel screen, the bottom portion is the **Received Queue**, click on the first item in the box, then go to **Document** at the top of the screen, then click on **View**. This will pull up the pages for the request sent via Ariel. Generally, the first page displayed will be a copy of the request. If not, click on next page until you locate the request. Review the request for patron name. If you locate the article, you need click **Print** from here. Continue through each request in the **Received Queue** until you have exhausted the list of items received.

HISTORICAL COLLECTIONS

Historical Collections Information for Rescuing High Priority Items

[Information about items and locations has been removed from the public version.]

List of Highest Priority Rare Items to be Rescued

Areas in Historical Collections to Check in Event of a Potentially Disastrous Event, e.g. Flooding

Date:

Please check off if undamaged. Please let Wilma (2-3605) and Joan (4-0052) know as soon as possible of any damage noticed in any area below; please also note damage observed next to effected space:

Checked & OK	Room/Area	Damage, if Any, Noticed	Initials of Staff Member Checking

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Salvage Priority Lists

[Salvage Priority Lists have been deleted from the public version. The lists are in table form, giving the names of items or collections, the room/shelving or other area where they are stored and any other instructions about salvaging these materials. The items/collections are listed in order by priority.]

Immediate Contacts Telephone Tree

[The contacts decision tree has been deleted from the public version. The tree diagram for communication during or following an emergency lists people who should be contacted, with a back-up for each, including work, home and mobile phone numbers.]

INFORMATION SERVICES

Essential services to be continued in the event of an emergency or disaster:

1. Check the Reference e-mail account to enable patrons to get reference help or ask other questions about the library's services (Andrea or Andrea delegates).
   Account: [username]
   Password: [password]

2. Check class rosters to determine if there are upcoming classes and to notify patrons if cancellation is necessary (Andrea). Go to http://www.hsl.virginia.edu/app/egon/admin and login with your Netbadge ID. Click on Registration, then Print Roster.

3. Check usage of Carter and Tolleson to determine if there are upcoming classes and to notify patrons if cancellation is necessary (Andrea). Go to http://space.med.virginia.edu/login.asp and login with ID hslclass and our usual password.

4. If determined to be necessary, staff the "Ask a Librarian" chat account to enable patrons to get reference help or ask other questions about the library's services (Andrea or Andrea delegates). Go to http://libraryh3lp.com/webchat/. Login with your username (e.g. andrea_horne) and your password (your libraryh3lp password, initially set to be your Eservices password).

(Revised by Andrea Aug 2010)

LIBRARY TECHNOLOGY SERVICES AND DEVELOPMENT (LTSD)

LTSD Recovery Plan

System: Virgo/Library Catalog

Service: Print and electronic resource lookup

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon   434.243.6058

Secondary Contacts: Dave Denton   434.982.4090
                      Stephanie Fielding   434.924.1113
                      Jim Campbell   434.924.4985
                      Mary Ann Couch   434.243.6952
                      Guy Mengel   434.243.8783

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Contact Alderman to assess the extent of the problem and potential repair time
- Contact staff via phone tree
- Library Webmaster to update the Web site with status information on Virgo
- Information Services manager to assemble the emergency reference material
- Stay updated with Alderman on resolution of the problem and pass information onto staff

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System: Robley

Service: Staff Server and LRC Temp Docs

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon   434.243.6058

Secondary Contacts: Dave Denton   434.982.4090
Stephanie Fielding   434.924.1113

Rick Downs   434.924.0653
itc-microsystems   itc-microsystems@virginia.edu

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Inform staff and patrons of disruption in service
- Contact staff via phone tree
- Assess the functionality of the Server and determine potential repair time
- Direct staff and patrons to use home directory or other storage devices for the temporary storage of files
- Troubleshoot problem to its proper resolution

System: ILLiad

Service: Print and electronic delivery of journals, books, and other documents to Library patrons

Classification: Necessary (5 – 10 days)

Primary Contact: Bart Ragon   434.243.6058

Secondary Contact: Jeri Davis   434.924-0058
Kathy Poston/Atlas   434.924.4985

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel
- Maintain an original copy of the print document delivery form in that area.

Plan:

- Assess the functionality of the service and determine potential repair time

- Contact staff via phone tree
- Inform staff of the disruption in service
- Patrons will be directed to fill out paper forms and submit them to Document Delivery
- Update the Web site with status information on ILLiad
- Create Web form that can be emailed or faxed
- Troubleshoot problem to its proper resolution

System: Network Access

Service: Access to local and non – local information Resources

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon   434.243.6058

Secondary Contact: Dave Denton   434.982.4090
Stephanie Fielding   434.924.1113
ITC   434.924.3731
Networks   networks@virginia.edu

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Contact ITC and/or Networks to determine the severity and potential repair time of the problem
- Contact staff via phone tree
- Inform staff of the disruption in service
- Inform patrons in public computing environments of the disruption in service
- Troubleshoot problem to its proper resolution

System: Eservices

Service: Authentication for Library Computers

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon   434.243.6058

Secondary Contact: Dave Denton   434.982.4090
Stephanie Fielding   434.924.1113
Rick Downs   434.924.0653
itc-microsystems   itc-microsystems@virginia.edu

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service
- Inform patrons in public computing environments of the disruption in service
- Troubleshoot problem to its proper resolution

System: Pay 4 Print

Service: Pay-for-printing and copying

Classification: Desirable (More than 10 Days)

Primary Contact: Dan Wilson   434.924.0193

Secondary Contact: Bart Ragon   434.243.6058
Dave Denton   434.982.4090
Stephanie Fielding   434.924.1113
Print Copying Services 434.942.7186

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service

- Inform patrons in public computing environments of the disruption in service

- Request that free printing be turned on by PCS until the problem can be resolved
- Inform staff and patrons of temporary free printing
- Troubleshoot problem to its proper resolution

System: Public Computing

Service: Reference computers for accessing information; LRC computers for accessing information and educational endeavors

Classification: Necessary (5 – 10 days)

Primary Contact: Bart Ragon   434.243.6058

Secondary Contact: Dave Denton   434.982.4090
                        Stephanie Fielding   434.924.1113
                        Andrea Horne   434.924.9985

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel
- Identify possible service sites for immediate computer needs

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service
- Inform patrons in public computing environments of the disruption in service
- Direct patrons to other ITC labs for immediate computer needs
- Information Services manager to assemble the emergency reference material
- Work with library staff and ITC (if required) to resolve the problem
- Troubleshoot problem to its proper resolution

System: Library Website

Revised August 2010

Service: Web Gateway to the Library's Internet-based resources, hours, directions, and contact information.

Classification: Essential (1-4 days)

Primary Contact: David Moody   434.982.3648

Secondary Contact: Bart Ragon   434.243.6058
                       Lawton Campbell   434.243.7033
                       Mike Wilson   434.924.0054

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service
- Work with library staff and ITC (if required) to resolve the problem
- Troubleshoot problem to its proper resolution

LTSD Contact Information:

Home contact information (addresses, telephone numbers and cell phone numbers) are confidential, and are distributed only to Claude Moore HSL staff.

(Revised by Bart Ragon, August 5, 2010)

Revised August 2010

TECHNOLOGY IN EDUCATION (TEC)

Resetting the hslstudent password:

On the first weekday of each month, the hslstudent password must be changed to a new one. This procedure is the same for resetting the password if for some reason it stops working. It can be done off-Grounds via UVaAnywhere. It can be done by Service Desk, TEC Team, and LTSD staff with the required permissions on their Eservices accounts.

To reset or change the hslstudent password:

1. Look up the password for the current month at the following link, Eservices login required:
[link removed from the public version]

2. On Grounds at UVA or via UVaAnywhere, visit:
[link removed from the public version]

3. Log in via Netbadge

4. Click the Dept Admin link, then locate the sentence **Non-group account maintenance is still available by clicking on this link."** and, well, click on the link!

5. Validate with your personal information as indicated on the Eservices Resource Management login page.

6. Click the link for HSL Student Account.

7. Select the radio button for Enable the Student Account, then enter and confirm the password. For the current month's password, see:
[link removed from public version]

8.Click Submit, then log out, then close the browser.

(Revised by Ellen Ramsey, August 4, 2010)

SOURCES

"Contents of a Disaster Plan," Lyrasis (then SoliNet) Disaster Prevention and Planning, http://www.lyrasis.org/Preservation/Disaster-Resources/Disaster-Prevention-and-Planning.aspx, specifically "Contents of a Disaster Plan," at http://www.lyrasis.org/Preservation/Resources-and-Publications/Contents-of-a-Disaster-Plan.aspx, both sites accessed August 10, 2010, replacing former SoliNet sites.

"Disaster Planning for Libraries and Archives: Understanding the Essential Issues," written and presented by Dr. Jan Lyall, Director, National Preservation Office for the Pan-African Conference on the Preservation and Conservation of Library and Archival Materials, Nairobi, Kenya: 21-25 June 1993 (published in the Proceedings of the Pan-African conference on the preservation and conservation of library and archival materials, Nairobi, Kenya: 21-25 June 1993, IFLA, ISBN 90-70916-51-7, p. 103-112), http://www.nla.gov.au/nla/staffpaper/lyall1.html.

Emergency/Critical Incident Management web site, University of Virginia, http://www.virginia.edu/emergency/

Critical Incident Management Plan, University of Virginia, http://www.virginia.edu/emergency/plan.html

Library Disaster Preparedness and Recovery Plan, University of Virginia Library, http://www2.lib.virginia.edu/preservation/disaster/

Library of Congress, Preservation, Emergency Preparedness, http://www.loc.gov/preserv/emergprep/prepare.html